

## OUR COMMITMENT TO THE RESPONSIBLE SERVICE OF ALCOHOL

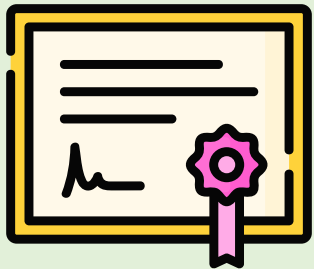


Pizza Hut maintains that the responsible service of alcohol is a responsibility shared by both the premises franchise partner/licensee and the customer. We must protect the communities that our stores operate in, including the selling of alcoholic products.

Pizza Hut is committed to the service of alcohol in a responsible manner, ensuring compliance with applicable state laws and local government by-laws and ensuring ongoing compliance with the responsible authority's endorsed guidelines or policies associated with the approved liquor licences.

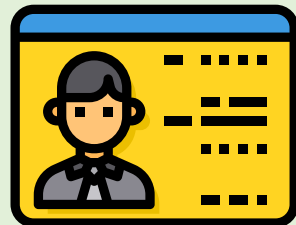
We understand that alcohol abuse and alcohol consumption by minors are serious social issues. Staff that participate in the sale of alcohol must be trained in the Responsible Service of Alcohol and actively promote responsible alcohol consumption to and by our customers. This includes anyone selling or offering to sell alcohol on the premises, including those taking orders, the licensee, any Partners/Managers, and delivery drivers.

### RSA



All team members who sell or deliver any alcohol product **MUST** have a valid RSA certification

### ID CHECK



Always check ID for age and identification, **if in doubt, check ID**

### LICENSE



Ensure you are familiar with your stores liquor license and its conditions, they may be different store to store

### REMEMBER

Under the Liquor Act 1992 and Wine Industry Act 1994 (QLD), it is an offence to;

- supply liquor to a person under the age of 18 years;
- for a person under the age of 18 years to purchase or receive liquor.

**ALCOHOL CAN ONLY BE ORDERED WITH FOOD**

## SIGNS OF INTOXICATION

Remember these signs If you believe a customer is intoxicated and can not be sold alcohol



- Does the person smell of alcohol?
- Customer is becoming loud or boisterous.
- Using offensive language.
- Can't walk straight or can not keep upright.
- Slurred speech in conjunction with other signs.
- Not understanding or hearing what is being said

## DEALING WITH INTOXICATED CUSTOMERS

Take note of these tips when dealing with an intoxicated customer



- Speak clearly and slowly
- Ask to speak to some one else who may be present
- Inform the customer Pizza Hut follows RSA laws
- Do not raise your voice or arms at any point
- **If at any time an intoxicated customer becomes violent move to a safe area and call the police.**

# TIPS ON REFUSING CUSTOMERS SALE OF ALCOHOL

Remember these tips when dealing with a refusal of alcohol sale

## DO

**Do** be polite and avoid value judgements. Use tact - politely inform the customer you will not serve them alcohol.

**Do** politely ask for their ID when checking their age and name for the order.

**Do** explain the reason for refusal of service (e.g. continued bad language, inappropriate behavior or if the customer is intoxicated).

**Do** make sure that they leave the premises safely and that they do not hang around outside.

**Do** make a note of incidents relating to refusal of service, especially those involving threats or aggression.

## DON'T

**Don't** call your customer a 'drunk' - warn them politely that their behavior is unacceptable / ID can not be validated / they are intoxicated.

**Don't** raise your voice. If they raise theirs, lower yours.

**Don't** give alcohol to a visibly intoxicated person.

**Don't** try to bargain with a customer – for example “If you come back in 30 minutes, we will serve you”