



Tips for Refusing Sales

Having a universal system in place makes it easier to refuse sales to an underage customer, a customer lacking valid identification, or a visually intoxicated person. Use the “REFUSE System:”

Recognize the need to check for and verify ID when alcohol is placed on the counter or requested by the customer. Use your ID checking Guide for reference if needed. (ID checking guides can be provided by LCCA upon request. Contact Livingston.community.alliance@gmail.com)

Eliminate the product from sight. Remove it from the counter if you suspect the person is underage, does not have a valid ID, intends to buy it for an underage person, or is visually intoxicated.

Firm, yet polite. State your policy for refusing alcohol sales clearly.

Unite. Ask for assistance from other employees or management. If you are working alone, call your manager for help or the police if the situation is serious.

Shift your attention immediately to the next customer if there is one, if not shift to a work related task.

Enter the occurrence in your establishment’s record keeping system. Call the police if an individual is visually intoxicated and intends to drive.