



# Responsible Serving of Alcohol



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**The Responsible Serving of Alcohol (RSA) program aims to provide bar staff with the knowledge and awareness necessary to responsibly serve alcohol in licensed premises.**

### **Topics covered include**

- Problems associated with excessive consumption.
- Alcohol and the law.
- Whose responsibility is RSA?
- Facts about alcohol.
- Improved atmosphere.
- Handling difficult customers.

### **Benefits of the training**

- greater awareness of legal liabilities
- provides skills in handling difficult situations
- a safe environment for customers and staff
- increased knowledge of alcohol and its effect
- staff are trained by qualified presenters
- receive an RSA certificate from Liquor Licensing at Consumer Affairs Victoria.

### **About the program**

The Responsible Serving of Alcohol program can be delivered at your premises at a time convenient to you – either during the day or in the evening.

Alternatively, individuals wishing to attend an RSA program should contact their local TAFE or training organisation.

Please contact Liquor Licensing at Consumer Affairs Victoria on 9655 6082 for your nearest provider.

### **Better business**

Training your staff might be the best investment you make. A safe and friendly atmosphere is good business because of:

- the enhanced reputation of the premises
- increased likelihood of repeat business
- greater staff morale
- reduced staff turnover.

### **Legal responsibilities**

It is important that licensees put in place responsible serving of alcohol policies. The RSA program is one way in which management can ensure their staff are aware of their responsibilities when serving alcohol.

If you have ever worked behind a bar or waited on tables, you will know one of the hardest parts of the job is refusing to serve someone who wants an alcoholic drink, when he or she has had too many already. However, if you serve someone who is drunk or under age, it could cost you over \$6,000 in fines and place your licence in jeopardy.

Knowing when to slow customers' intake or to refuse service, is an important responsibility for bar staff – to do so means you care for your customers and value the liquor licence the premises hold. By implementing responsible serving strategies, your customers or club members should appreciate the friendly and safe atmosphere you provide. You are helping them have a good time, while you operate within the law.

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