

Cheers to Safe Serving and Safe Communities: Follow-Up

Hosted by the Lorain County Safe Community Coalition

Cheers!



Get Knowledge, Serve Customers, Be Safe... Cheers!

Cheers Questions:

1. How do you tell someone who has had too much to drink “No”?
2. How do you spot a fake ID?
3. What local resources do you use to help keep your patrons safe?
4. What other local resources could you use to help keep your patrons safe?



We're on the web:
www.loraincountysafecommunity.com

During Cheers, three questions were asked in order to guide group discussions in a progressive manner. Each questions' resulting discussion was grouped themes:

When asked “How do you tell someone who has had too much to drink “No” participant discussion resulted themes:

Be firm/apologize when saying “no”

- Bring them a glass of water apologizing politely, “I can’t serve you,” turn around and walk away
- Be polite – sorry we can’t serve you another
- Tell them – “It’s time to slow down”
- Be firm and stick to no

Offer food/non-alcoholic option

- Offer water, coffee, non-alcoholic option or food
- Serve water instead of what’s ordered

Other Ideas

- Just tell them “I’m sorry” and elect not to serve
- Communicate with other staff that you cut someone off, as well as inform their party
- Atmosphere dictates how people behave
- Take keys – give taxi number
- Make it personal – I will be liable if something happens
- Appeal to a friend in the group for help



Ryan St. Marie Insurance Company welcoming participants to Cheers!

When asked “How do you spot a fake ID?” participant discussion resulted in many ideas:

Orientation

- Check the orientation of the cards
- Photo – vertical horizontal profile

Check ID Features

- Make sure the ID has a hologram/seals—know what to look for
- Look at the person closely and verify against picture
- Check expiration date

Check a 2nd ID

- Question out of state, ask for 2nd form of ID
- 2nd form of ID
- Ask for second ID

Signature

- Have them sign and check against the ID to match

Other Ideas

- Check “The Book”
- Make sure there are no peeled edges
- Instead of birth date, ask what their astrological sign

When asked “What local resources do you use to help keep your patrons safe?” participant discussion resulted in many ideas:

TIPS/ASK Training

- TIPS available through Dave Cummings at LCCC: dcummig@lorainccc.edu

- ASK available through ODPS

Taxis

- Provide patron numbers for cab company

Other

- Create a designated driver program for patrons
- If necessary, call police

“What other local resources could you use to help keep your patrons safe?”

- Access to public transportation
- Bar association
- Mix Off

