

1. GENERAL CONDITIONS

1.1 At the outset, clearly communicate to the patron that you are required to comply with the law regarding the service of alcohol.

1.2 Provide the patron with a copy of your policy at the time of booking.

1.3 Whilst the final decision in respect to RSA issues will at all times be the responsibility of the restaurant, have the patron nominate a person to be the 'RSA nominee' for the function

1.4 The RSA nominee will be the person to whom the supervisor will direct any issues with the service of alcohol during the event.

The RSA nominee may be the organiser, or another suitable person.

1.5 Determine with the patron how long the function will go for and when the liquor and food will be provided, particularly pre-dinner drinks and when people may be drinking on an empty stomach.

It is suggested that pre-dinner drinks will be limited to 30 minutes and ideally, the function will run for no longer than 4 hours.

1.6 Recommended appropriate quantities and style of food to match the time of day and length of the function.

E.g. A 5:00pm to 7:00pm function can be very different from a 6:00pm to 10:00pm function.

1.7 Ask the patron whether any minors will be in attendance at the function and how they will be identified.

You may ask the patron to provide a list of all minors.

2. PRIOR TO THE FUNCTION

2.1 Conduct a staff briefing immediately prior to the function to recap on the policy and any special requirements for the particular function;

2.2 Identify the RSA nominee and ensure that staff are aware of his/her identity;

2.3 Ensure staff are aware of the procedures for minors;

2.4 Place copies of your policy in conspicuous places where they can be readily seen in attendees and/or easily assessed by the staff; and

2.5 Ensure that phone number for taxis are readily accessible by the attendees.

3. DURING THE FUNCTION

3.1 Do not top up drinks when the patron is away from the table or pre-occupied with conversation. Ask each patron to topping up his/her glass with alcohol.

3.2 Always have water and soft drinks readily available.

3.3 Provide a safe means of transport to any patron whom staff consider should not drive
Offer to call a taxi or ascertain that someone else will be transporting the patron.

3.4 Ensure that any incidents are recorded in the incident register.

4. **POST FUNCTION**

- 4.1 Inspect the incident register and take any necessary follow up action
- 4.2 Conduct a short staff debrief in order to complete the following;
 - 4.2.1 *Consider appropriate follow up actions arising from the incident register;*
 - 4.2.2 *Discuss/ assess application of the policy;*
 - 4.2.3 *Identify improvements to your policy or its application for future functions; and*
 - 4.2.4 *Reinforce your policy with the staff.*