

Module 5

Course summary



(Note: Click the  button to play the slide.)

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Introduction to RSA
and the legislation

Alcohol and its
effects

Responsible
hospitality practices

Refusing service

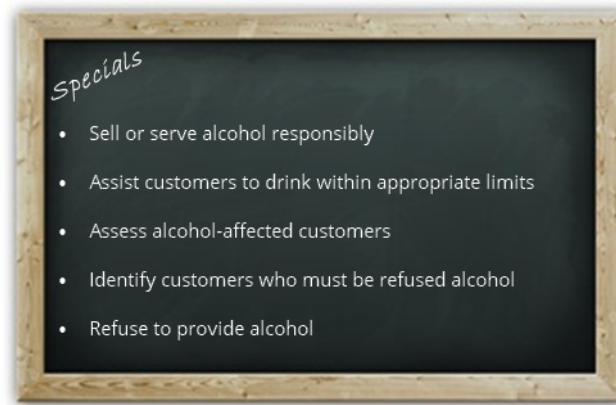
Course summary



The last module is the
course summary

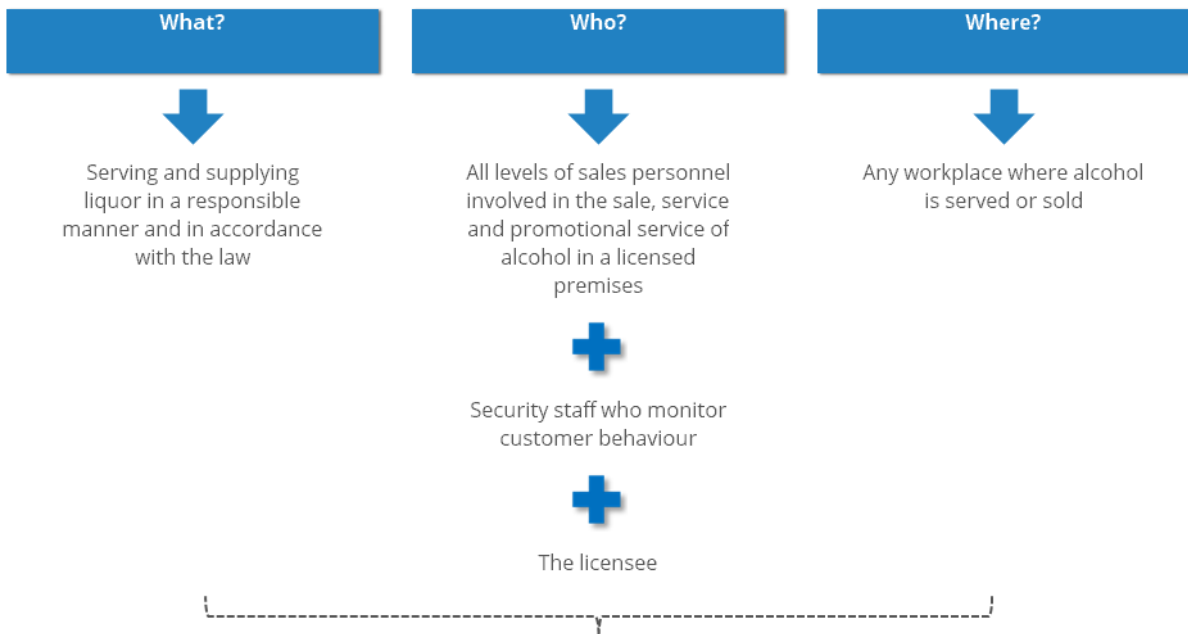


You should be able to:



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This course is important for you!

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Understanding standard drinks, BAC, signs of intoxication, reasonable consumption guidelines, drink and drive limits and non-alcoholic alternatives, all help to **prevent alcohol-related problems** before they become an issue.

Monitor customers and their behaviour

Solve issues before they escalate to an incident

Encourage customers to drink within the appropriate reasonable limits

Watch for the early signs of customers at risk of becoming intoxicated

Assist customers with information on the range of non-alcoholic beverages

Keep an eye out for potential troublesome customers



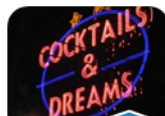
Use common sense and approach a customer in a sensitive, professional and non-discriminatory manner

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Staff training



Signage



Accurate
information



Responsible
drinking



Responsible
promotions



Intoxicated
customers



Minors



Security



Incidents



Hours of
operation



Safe departure



Noise and
amenity



Consulting



Indigenous
consideration



Remote
sale/delivery

Supported by effective **teamwork** between all venue staff members

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T A K E C A R E



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Introduction to RSA ✓

Alcohol and its effects ✓

Responsible
hospitality practices ✓

Refusing service ✓

Course summary ✓

Final Assessments

Case Study
Assessment

Verbal
Assessment



If you have any questions about
the assessments, you can call our
Assessment Hotline

Assessment
Hotline
07 3118 6102

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