



Washington State Supplement Trainer Manual Effective August 2018

This Trainer Manual is to be used with ServSafe Alcohol Fundamentals of Responsible Alcohol Service



Disclaimer

The information presented in this publication is provided for informational purposes only and is not intended to provide legal advice or establish standards of reasonable behavior. Operators who develop responsible alcohol service-related policies and procedures are urged to obtain the advice and guidance of legal counsel. Although the National Restaurant Association Educational Foundation (NRAEF) and the Washington Hospitality Association Education Foundation (WHAEF) endeavor to include accurate and current information compiled from sources believed to be reliable, the NRAEF and WHAEF, its licensors, distributors and agents make no representations or warranties as to the accuracy, currency or completeness of the information. No responsibility is assumed or implied by the NRAEF or the WHAEF, its licensors, distributors or agents for any damage or loss resulting from inaccuracies or omissions or any actions taken or not taken based on the content of this publication.

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COURSE OUTLINE

(Approx. 3.5 hours of instruction and 30 min. Exam)

Time	Topic/Activity	Page	Time Allotted
	Enrollment Agreement/ Trainer Intro/Course Overview	p 1-4	10 minutes
	Module 1: Alcohol Law and Your Responsibility		(15 min. total)
	Play Video/DVD 1: <i>Alcohol Law and Your Responsibility.</i>		10 minutes
	Review the text section: Laws Restricting Alcohol Service.	1-8 to 1-10	5 minutes
	WA State Supplement: -Mandatory Alcohol Server Training -Liability	p 5-14	(30 min. total)
	Module 2: Recognizing and Preventing Intoxication		(33 min. total)
	Play LCB Video: <i>Last Call</i>		13 minutes
	Play Video/DVD 2: <i>Recognizing and Preventing Intoxication.</i>		18 minutes
	Complete part of the Rate the Guest activity. Play the following segments from Video/DVD 5: <i>Evaluating Real-World Scenarios</i> , section 1: Recognizing Signs of Intoxication. -Segment 1: Valet interacting with a guest leaving the establishment -Segment 2: Two female guests eating in a fine-dining restaurant -Segment 6: Female guest talking with a bartender at the bar -Segment 9: Construction worker drinking at the bar -Segment 10: Regular interacting with a bartender at the bar Allow two minutes to discuss each scenario with the class.	2-18	15 minutes
	WA State Supplement: -Alcohol and its effects on the body	p 16-18	(12 min. total)

	Break		5 minutes
	Module 3: Checking Identification		(19 min. total)
	Play Video/DVD 3: <i>Checking Identification</i> .		16 minutes
	<p>Complete part of the Rate the Response activity. Play the following segment from Video/DVD 5: <i>Evaluating Real-World Scenarios</i>, section 2: Checking Identification.</p> <ul style="list-style-type: none"> • Segment 5: Guest attempting to be served at a sports bar <p>Allow two minutes to discuss the scenario with the class.</p>	3-17	3 minutes
	<p>WA State Supplement:</p> <p>-WA ID checking exercises</p>	p 19-26	(15 min. total)
	Module 4: Handling Difficult Situations		(31 min. total)
	Play Video/DVD 4: <i>Handling Difficult Situations</i> .		14 minutes
	<p>Complete part of the Rate the Response activity. Play the following segments from Video/DVD 5: <i>Evaluating Real-World Scenarios</i>, section 3: Handling Difficult Situations.</p> <ul style="list-style-type: none"> • Segment 2: Two female guests dining in a fine-dining restaurant • Segment 3: Valet interacting with a guest leaving the establishment • Segment 5: Female guest talking with a bartender at the bar • Segment 6: Regular interacting with a bartender at the bar • Segment 9: Group of friends with a designated driver <p>Allow two minutes to discuss the scenario with the class.</p>	4-15	17 minutes
	<p>WA State Supplement:</p> <p>-Intoxicated Individuals</p> <p>-Intoxication and Disability</p> <p>-Disorderly Conduct</p>	p 28-29	(10 min. total)
	Break		10 minutes
	Question & Answer		10 minutes
	WSLCB Exam		30 minutes



*The page numbers correspond to the Student Workbook

Enrollment Agreement	8
Course Objectives	9
Introduction	11
Module 1, Unit 1: Alcohol Law and Your Responsibility	
Mandatory Alcohol Server Training Program (MAST).....	12
MAST Law	12
Permit Requirements	12
Module 1, Unit 2: Liability	
Liability.....	16
Fetal Alcohol Syndrome (FAS).....	16
Driving Under the Influence (DUI)	16
Cost of Beverage Alcohol and Drug Abuse	17
Hours of Liquor Service.....	18
Advertising	18
Employee Drinking.....	18
Signs/Postings	19
Areas Not Permitted to Minors	19
Bringing Alcoholic Beverages onto the Premises.....	21
Drug or Alcohol Overdose.....	21
Lighting Requirement.....	21
Module 2: Recognizing and Preventing Intoxication	
Alcohol and its Effects on the Body.....	23
Serving Alcohol and Energy Drinks.....	23
Alcohol and Energy Drinks.....	23
Physical Effects.....	23
Studies Back Up Concerns	24
Physical Signs of Drugs.....	24
Alcohol and Drugs	24
Effects of Combining Alcohol and Marijuana.....	25
Module 3: Checking Identification	
Minors and Checking ID.....	27
Acceptable Forms of ID.....	27
Checking ID	27
ID Checking Exercises	32
ID Confiscation.....	35
Licensee Certification Cards	35

Module 4: Handling Difficult Situations

Apparently Intoxicated Person (AIP).....	37
Alcohol and Drugs.....	37
Conduct on a Licensed Premises.....	37
Intoxication and Disability.....	37
Disorderly Conduct.....	37
Intoxicated Individuals.....	38
Keeping an Intoxicated Individual's Car Keys	38
APPENDIX	40
WASHINGTON ID SAMPLES.....	40
MERCHANT MARINE/PASSPORT	42
MILITARY ID.....	42
TRIBAL ID CARD.....	43
TEMPORARY ID CARD.....	43
SIGNS/POSTINGS.....	41
MINOR POSTINGS.....	44
FETAL ALCOHOL SYNDROME	44
FIREARMS	45
MASTER BUSINESS LICENSE	46

Foreword

As a Washington State Liquor and Cannabis Board (WSLCB) certified ServSafe Alcohol trainer in the state of Washington, it is your job to understand and teach the laws and regulations enforced by the WSLCB on the service or sale of beverage alcohol. These laws and regulations strive to ensure that beverage alcohol is sold in a way that protects the public's safety.

ServSafe Washington State course is comprised with the National ServSafe Alcohol program and the Washington State Supplement. You must present the course in its entirety as outlined in this Washington State Supplement Trainer Manual.

Washington State Supplement summarizes many of the regulations that your students need to know. It covers in detail two of the most important liquor laws in Washington State:

- It is illegal to serve or sell beverage alcohol to anyone who appears to be intoxicated or to allow such a person to possess alcohol, and
- It is illegal to serve or sell beverage alcohol to anyone under the age of 21.

By completing this course, students will be well prepared to take the WSLCB's exam which is based on Washington's laws and regulations.

At the back of the student workbook is the student evaluation form that the WSLCB requires we provide to the students. The students may complete the form in the class at the end of the course or by going online to <http://wraef.org/training/ssa/ssa-class-evaluation/>. The completion of the evaluation form is not required for them to receive their Permit.

For more detailed information regarding Washington liquor laws and regulations, reference 314-11 WAC, 314-17 WAC and 66.20 RCW available at www.lcb.wa.gov or contact:

Washington Hospitality Association Education Foundation (WHAEF)
510 Plum Street Se, Suite 200
Olympia, WA 98501-1587
(877) 695-9733
training@warestaurant.org

Washington State
Liquor and Cannabis Board (WSLCB)
P.O. Box 43098
Olympia, WA 98504-3098
(360) 664-1727
mast@lcb.wa.gov

Instructor Directions:

Go over the Enrollment Agreement, Course Objectives and Introduction. You may ask student volunteer to read aloud for the class.

Address any questions and turn to page 5 in the Student Manual.

Enrollment Agreement

The Washington Hospitality Association Education Foundation (WHAEF), in conjunction with the National Restaurant Association, is an approved provider of alcohol server training in Washington State. Once student completes the course and exam, the appropriate MAST permit: either Class 12 or Class 13 will be issued within 30 days through the Washington Hospitality Association Education Foundation (WHAEF). ServSafe Alcohol certifications will be issued through the National Restaurant Association.

As a participant in this course, you agree to the following:

- Attend, view, and complete the course and exam in their entirety.
- Provide your accurate information as requested, including but not limited to, name, email address, full Social Security Number, mailing address, height, and weight. Your information will not be sold or provided anyone other than the Washington State Liquor and Cannabis Board (WSLCB). Failure to complete any mandated field will result in delay or refusal of your MAST permit and/or ServSafe Alcohol certificate.
- The exam is a closed book exam. Notes, study guides or help from any individual are NOT permissible during the exam.
- Permits will be issued only to those students meeting these requirements and receiving a minimum score of 80% on the exam. If a person fails the final exam, he/she may retake the class and exam until achieving a passing grade. *Fees may apply.* Retesting must be arranged through the WHAEF.
- You may take the course evaluation survey at the end of the course. It is not a requirement for you to complete the survey to receive your MAST permit, however, we encourage you to provide your feedback and help us improve the course. Your instructor will collect the completed surveys and send them to WHAEF.
- Your trainers will disburse the MAST permit to you within 30 days of the exam date. If you do not receive your permit within the 30-day timeframe, please contact your trainer or the WHAEF immediately. If, after contacting the WHAEF, you still do not receive your permit, contact the Washington State Liquor and Cannabis Board (WSLCB) at (360) 664-1727.
- Your ServSafe Alcohol certificate will be accessible for printing on the ServSafe website. Upon passing the exam, you will receive an email (at the email address supplied on the answer blank) from ServSafe Alcohol with a link to access your certificate.

- When it is time to renew your MAST permit and ServSafe Alcohol certification, you will need to take an approved MAST course, in its entirety, again.
- A lost MAST permit can be reissued for a \$5 fee by contacting the WHAEF at (877) 695-9733. A lost ServSafe Alcohol certificate can be replaced, free of charge, by printing it from the ServSafe Alcohol website.
- If you are under 21 and are issued a Class 13 permit, you can receive a free upgrade to a Class 12 permit by contacting the WHAEF after your 21st birthday.
- This program is certified by the WSLCB. If you have any questions, comments or complaints about this program, please contact the WSLCB at (360) 664-1727 or (360) 664-1728

Course Objectives

By successfully completing the ServSafe Alcohol server-training program, you will be able to,

- Understand Washington State liquor laws and regulations including, but not limited to:
 - It is illegal to serve or sell alcohol to anyone under the age of 21.
 - It is illegal to serve, sell, or allow the possession of alcohol to anyone who appears intoxicated.
 - Understanding the difference between Washington State Class 12 and Class 13 MAST permits, and employment of persons under 21 years of age.
 - Prohibited conduct by patrons and employees.
 - Legal hours of liquor sale and service.
 - Required signs at retail licensed premises.
 - Minimum lighting requirements.
 - Administrative and criminal sanctions against liquor licenses and permit holders, including permit suspension for delinquent child support payment.
- Recognize acceptable forms of identification in Washington State and know proper methods for checking identification of customers.
- Understand how alcohol affects the body.
- Dangers of mixing alcohol with other drugs including energy drinks.
- Recognize apparently intoxicated person(s) (AIP) and how to handle problem situations.
- For questions regarding the program, content, permits, or accessibility issues, contact:

Washington Hospitality Association Education Foundation
 510 Plum Street SE, Suite 200
 Olympia, WA 98501-1587
 (877) 695-9733
training@wahospitality.org

Child Support Enforcement: RCW 26.23.150 requires that the WSLCB obtain a SSN for each MAST permit holder to assist in child support enforcement as required by federal law. You may take the course without providing your SSN, however, to issue you a MAST permit upon successful completion of the course, your provider needs to obtain your SSN. If you have any questions or concerns with this requirement, please contact the WSLCB at (360) 664-1727 or (360) 664-1728 or mast@lcb.wa.gov.

If you have purchased this course and exam and disagree with any of this Enrollment Agreement and have not started the course and/or exam, please speak with your instructor regarding the refund policy.

By attending this MAST training session, it is understood that you have read the above statement and agree to follow with the terms and conditions of the Enrollment Agreement. You also agree that not following any of the terms and conditions of the Enrollment Agreement may result in non-issuance of your MAST permit.

We as the WHAEF keep information secured both electronically and hard copies for five years and according to best practices as specified by the WSLCB. Our provider does not sell, rent or otherwise provide information it collects on the National Restaurant Association or the National Restaurant Association Education Foundation websites to anyone other than the WSLCB.



Introduction

As a server in the state of Washington, it is your job to understand and comply the laws and regulations enforced by the WSLCB on the service or sale of alcohol. These laws and regulations strive to ensure that alcohol is sold in a way that protects the public's safety.

Along with the subjects covered in the ServSafe Alcohol program, the Washington laws and regulations outlined in this workbook will help you to serve alcohol responsibly.

This workbook summarizes many of the regulations that you need to know. It covers in detail two of the most important liquor laws in Washington State:

- 1) It is illegal to serve or sell beverage alcohol to anyone who appears to be intoxicated or to allow such a person to possess alcohol, and
- 2) It is illegal to serve or sell beverage alcohol to anyone under the age of 21.

The facts and tips in this supplement should help you understand and abide by Washington's laws. For more information on Washington state laws and regulations, contact:

Washington State Liquor and Cannabis Board
P.O. Box 43098
Olympia, WA 98504-3098
(360) 664-1727
mast@lcb.wa.gov

Module 1, Unit 1: Alcohol Law and Your Responsibility		(15 min. total)
Play Video/DVD 1: <i>Alcohol Law and Your Responsibility</i> .	ServSafe Alcohol	10 minutes
Review the text section: Laws Restricting Alcohol Service.	1-8 to 1-10	5 minutes

Ask students turn to page 5 - 6 and go over the content. You can ask a volunteer to read aloud in the class.

Mandatory Alcohol Server Training Program (MAST)

MAST Law

Background and purpose:

The 1995 legislature passed a beverage alcohol server training law that applies to all on-premises liquor licensees. The law was passed after finding that education of alcohol servers on issues such as the physiological effects of alcohol on consumers, liability and legal implications of service alcohol, driving while intoxicated, and methods of intervention with the problem customer are important in protecting the health and safety of the public. They determined that is in the best interest of the citizens of the state of Washington to have an alcohol server education program.

Who needs a MAST permit?

Anyone serving alcohol for an on-premises consumption needs to obtain a MAST permit **within 60 days of initial employment**. Working without obtaining a MAST permit beyond 60 days of employment is against the law and may receive a criminal citation with monetary fine. It is also a violation of the law for any retail licensee to employ in the sale or service of alcoholic beverages, any person who does not have a valid MAST permit or whose permit has been revoked, suspended, or denied.

Employees conducting alcohol tasting must hold a MAST permit at the time of tasting event (*the 60-day grace period does not apply*)

Types of MAST permits: Class 12 and Class 13

You need a Class 12 (Mixologist) permit if you:

- Are 21 or over
- Manage an on-premises establishment/supervisor alcohol servers
- Work as a bartender
- Draw beer or wine from a tap
- Mix drinks
- Conduct tastings in winery, brewery, grocery stores, farmer's markets, etc.
- Filling growlers

You need a Class 13 (Server's) permit if you:

- Are at least 18

- Take alcohol orders
- Carry alcohol to the customer and pour it into a customer's glass at the customer's table
- Enter minor restricted area to pick up liquor order to be served in an area open to all ages; clean or set up tables, deliver messages, serve food and seat patrons. Minor employees cannot be assigned to perform duties primarily in the minor restricted area.
- Upon turning 21, the server may contact their trainer or WHAEF to **upgrade Class 13 permit to a Class 12 permit** at no charge. You may perform bartending duties with a Class 13 MAST permit **if you are 21 or over** for no more than 30 calendar days.
- Employees 18 to 20 must be under the supervision by 21 or over at all times.

Ask students write answers in the 'Note' section of the student workbook and go over answers

1. Ask "Who needs a Class 12 permit?"
2. Ask "Who needs a Class 13 permit?"

How do you get your MAST permit?

You must take a WSLCB certified MAST course from an authorized trainer or online. After you have taken the class and passed the final exam, your provider will issue the appropriate MAST permit either Class 12 or 13 permit to you within 30 days of the class. A Class 12 permit is issued to a person 21 and over and a Class 13 permit issued to a person 18 to 20. A Class 12 permit includes Class 13 permit privileges.

Your permit, **along with an acceptable form of ID** must be available for **inspection** any time you are working at an on-premises establishment.

The Class 12 or Class 13 permit **remains with the individual** and can be used at multiple liquor-licensed establishment in Washington. The employer may make a copy of a permit for his or her files. Your MAST permit is your property and not the licensee's.

Your MAST permit is **good for five years** and may be used at multiple employment, unless suspended or revoked by the WSLCB. The MAST permit is non-renewable. To ensure you have a valid MAST permit, it is recommended that you take the class again 45-60 days prior to the expiration date.

Ask "Who retains the original copy of the permit – you or your employer?"

Answer: You. The MAST permit belongs to you not the employer.

Have students turn to page 7 in their workbook and follow along as you read aloud

Lost Permits

If you need to replace your lost MAST permit or change name, a replacement can be obtained for a nominal fee by contacting the WHAEF at 877.695.9733. Your original expiration date will remain.

To replace the ServSafe Alcohol certificate, just log in to the ServSafe website and reprint it for free or contact the WHAEF for assistance.

Have students write answers in the 'Note' section of the student workbook and go over answers

1. Ask "If you get a Class 13 permit, how do you upgrade your permit after turning 21?"

Answer: Contact WHAEF at 877.695.9733 or contact the trainer. A class 12 permit is issued for a free of charge. This permit will have the original expiration date.

2. Ask "how many days do you have before you are required to obtain a MAST permit?"

Answer: 60 days from the date of initial hire and employees conducting alcohol tasting must hold the permit at the time of tasting events.

3. Ask "What type of MAST permit is needed to conduct alcohol tasting at a grocery store?"

Answer: Class 12 permit

Module 1-Unit 1: MAST Summary

- You can obtain a MAST permit either Class 12 or Class 13 by completing a WSLCB certified MAST program. Once you complete the course and exam, your MAST permit will be issued to you within 30 days.
- Class 12 permit is issued to a person 21 or over to manage, serve, or mix alcohol in an on-premises establishment and conduct alcohol tasting.
- Class 13 permits allow 18, 19 and 20 year olds to serve and pour alcohol at guests' tables.
- Your MAST permit is valid for 5 years and is your personal property. Your permit must be available for inspection with an acceptable form of ID when you are working.
- You must obtain your MAST within 60 days of initial employment.

Have students turn to page 8 and take the Module 1, Unit 1 quiz. When everyone is done, go over the answers with the class.

Student must receive 80% or better to pass the quiz.

Module 1-Unit 1 Quiz:

1. If you are 19 and will be serving alcohol to patrons in a restaurant, you will need to obtain a Class ____ MAST permit within 60 days of being hired?
Answer: 13
2. True or False? If you are currently 20 years old and obtain a MAST permit, you will need to take another exam when you turn 21.
Answer: False
3. If you hold a Class 13 MAST permit and just turned 21, can you work as a bartender?
Answer: Yes. You can work up to 30 calendar days while you are upgrading your permit to Class 12.
4. True or False? If you are a manager at a tavern, but you are not ever pouring alcohol or personally serving alcohol, you do not need a MAST permit.
Answer: False, you need a Class 12 (Mixologist) permit if you do any of the following:
 - **Manage an on-premises establishment/supervisor alcohol servers**
 - **Work as a bartender**
 - **Draw beer or wine from a tap**
 - **Mix drinks**
 - **Conduct tastings in grocery stores, farmer's markets**
 - **Filling growlers**

5. A liquor control officer comes into the establishment in which you are working. He/she will ask you to provide two things:

1. _____ **Answer: Your original MAST permit, not a copy.**

2. _____ **Answer: A valid piece of I.D. establishing that you are of age to serve alcohol.**

6. True or False: If you are under 21, and working in a restaurant that has a designated bar area, you cannot enter that area to pick up dishes.

Answer: False, you may do your standard work of clearing dishes, and restocking these same items, but you may not loiter in the designated bar area without a work purpose.

Module 1-Unit 2: Liability

Have students read pages 9 to 10. Ask them to stop at 'Rules related Alcohol Laws and MAST'

Fetal Alcohol Syndrome (FAS)

Retail establishments that sell or serve alcoholic beverages must post signs to educate the public about Fetal Alcohol Syndrome, which can result from consuming alcoholic beverages while pregnant. The WSLCB provides these signs (see Appendix B) and require them to be posted at the following locations:

Type of Premises	Required Location of Sign
Premises that serve alcohol for on-premises consumption (does not apply to self-service 'min-bars' in hotel guest rooms).	Posted in plain view at the main entrance to the liquor-licensed portion of the establishment, and in the women's public restrooms closest to the licensed area.
Airports, convention centers, sports facilities, and other licensed premises that have more than one authorized location for alcohol service and consumption.	Posted in a place that is clearly visible to the majority of patrons entering the liquor-licensed portion of the premises.
Grocery store and beer/wine specialty shop licensees.	Posted at one or more of the following locations: -At each permanent display area of shelving, and at coolers displaying alcohol beverages; and/or -At the cash register(s) where alcohol is sold; and/or -At the main entrance to the licensed premises.
Breweries and wineries.	Posted in plain view at: -The main entrance to areas where alcohol is sold for off-premises consumption, and -At the main entrance to all tasting areas.

Driving Under the Influence (DUI)

Implied Consent

Every person who operates a motor vehicle in Washington gives implied (unspoken) consent for a breath or blood test to determine blood alcohol content or concentration (BAC) or the presence of any drug.

The officer will inform the driver of his or her right to:

- Refuse a breath or blood test.
- Have additional tests administered by a qualified person of his or her choosing.

The officer will warn the driver that his or her:

- License, permit, or privilege to drive will be revoked or denied if he or she refuses to take the test.
- License, permit, or privilege to drive will be suspended, revoked, denied, or placed in probationary status if the test is administered and indicates a **BAC of 0.08** or more for individuals **21 years old or older**. Washington State has a **zero tolerance policy** (0.0 BAC) for drivers **under 21**.

Refusal to take the test may be used in a criminal trial.

While the State of Washington considers a BAC of .08 or more as legally intoxicated, it is not required that your BAC is at or over this level to be charged with a DUI. The decision to charge a driver with a DUI is at the discretion of the officer.

DUI Tracking System

DUI tracking is unique in Washington. When a person is arrested for DUI, they are asked where they have been drinking. If the person names a liquor-licensed establishment, that information is forwarded to WSLCB for follow-up.

Cost of Alcohol and Drug Abuse

The following describes the economic and social impact that alcohol and drug abuse have on the State of Washington and the US:

The National Highway Traffic Safety Administration reported that in 2010, vehicle crashes with a positive BAC including injuries and fatalities totaled an average of over \$10 million per person.

According to the Washington State Traffic Commission's Annual Report, impaired drivers were a factor in 50% (704 out of 1406) of all traffic deaths and 1,519 of serious injuries between 2009 and 2011. Washington's system wide approach to addressing impaired driving has led to comprehensive ignition interlock laws, better law enforcement and prosecutor training, more DUI courts and innovative, targeted and full time DUI law enforcement.

In 2012, impaired drivers were a factor in 46% (201 of 437) of all traffic deaths, and they were as likely to be impaired by drugs as by alcohol. Many drivers were impaired by both drugs and alcohol.

Have students write answers in the 'Note' section of the student workbook and go over answers.

1. Ask "Where do Fetal Alcohol Syndrome signs need to be posted at a restaurant?"

Answer: Posted in plain view at the main entrance to the liquor-licensed portion of the establishment, and in the women's public restrooms closest to the licensed area.

2. Ask "If you're under 21, what BAC level is considered legally intoxicated (in Washington)?"

Answer: Washington State has a **zero tolerance policy** (0.0 BAC) for drivers **under 21**.

3. Ask "In 2012, what percentage of all traffic deaths involved an impaired driver?"

Answer: In 2012, impaired drivers were a factor in 46% (201 of 437) of all traffic deaths, and they were as likely to be impaired by drugs as by alcohol. Many were impaired by both

Select a student to read aloud pages 11 to 12.

Rules Related to Alcohol and MAST

Hours of Liquor Service

Washington allows alcoholic beverage to be sold, served, or consumed between the hours of 6:00 AM and 2:00 AM, seven days a week. Local governments may pass ordinances establishing earlier closing times.

If liquor is being served, the premises must be open to the general public. For example, if an establishment typically closes at 9 p.m. but wants to continue serving a group of customers after 9 p.m., the establishment must also stay open to the general public during that time. Licensees and employees may not consume alcohol after closing.

Note: At daylight savings time, licensees set their clocks back one hour from 2:00 AM to 1:00 AM, providing one extra hour for beverage alcohol sales.

Advertising

While the advertising of an establishment is typically the responsibility of the owner or management, it is important for servers to be aware of the standards set forth by the WSLCB.

Happy Hour

While advertising a “Happy Hour” for drinks at a reduced price is permitted, retailers cannot:

- Require the customer to purchase more than one drink at a time in order to receive a reduced price. For example, “two for the price of one,” “buy one, get one free,” etc.
- Advertise “Happy Hour” promoting overconsumption. For example, “bottomless margaritas,” “all you can drink,” etc.
- Advertise and sell drinks below their cost of acquisition

Free or Complimentary Liquor

- Advertising may not refer to “free” or “complimentary,” whether or not it is combined with a meal or event.
- Retailers may offer package deals. For example, “**Included** with your meal/room/event is a beverage of your choice,” “Dinner **includes** a bottle of wine”. The cost of the meal, etc., must cover the cost of the alcoholic product.
- Retailers cannot offer to treat customers as part of a promotion.
- Licensees may serve complimentary liquor drinks on special occasions (i.e. birthday) or to customers who have received a bad meal or poor service. However, **free liquor cannot be used or advertised as a business promotion.**

Employee Drinking

No employee or licensee may drink beverage alcohol while working on the job. Employees who are drinking cannot effectively judge a guest's age or state of sobriety.

Exceptions are made for entertainers under the following guidelines:

- (A) Alcohol service must be monitored by MAST servers;
- (B) Drinks must be served in unlabeled containers;
- (C) Entertainers may not advertise any alcohol brands or products;
- (D) Entertainers may not promote drink specials; and
- (E) If any member of the entertainment group is under twenty-one years of age, alcohol may not be consumed by any member of the group while performing.

Have students write answers in the ‘Note’ section of the student workbook and go over answers.

1. Ask “If liquor is being served, can the premises be closed to the general public?”

Answer: No. If liquor is being served, the premises must be open to the general public

2. Ask “Can you offer free alcohol to patrons, either alone or as part of a meal or event?”

Answer: No. Alcohol cannot be provided for free. Exception may be made by the licensee or manager to give complimentary liquor drinks on special occasions (i.e. birthday) or to customers who have received a bad meal or poor service. However, **free liquor cannot be used as a business promotion or advertised.**

3. Ask “Is it legal for you to consume alcoholic beverages while you’re on the clock?”

Answer: No. Licensees and employees cannot drink alcohol on duty. Exceptions are made for entertainers under the following guidelines:
(A) Alcohol service must be monitored by MAST servers;
(B) Drinks must be served in unlabeled containers;
(C) Entertainers may not advertise any alcohol brands or products;
(D) Entertainers may not promote drink specials; and
(E) If any member of the entertainment group is under twenty-one years of age, alcohol may not be consumed by any member of the group while performing

Have student to turn to Appendix B for required signs. Ask the students where they have seen these signs posted.

Required signs:

- **Food service**
Spirits, beer, and wine restaurant licensees must post their own sign, which states that food service is available whenever liquor is sold and what the hours of full food service are, in the lounge.
- **Areas Not Permitted to Minors**
Restaurants permitted to sell **spirits, beer and wine** must post signs at all restricted area locations and other locations as necessary to warn minors that they are not permitted in the area.

Type of Licensee	Sign Must Contain the Following Language	Required Location of Sign
Tavern licensees and spirits, beer, and wine licensees who do not allow persons under twenty-one years of age.	“Persons under twenty-one years of age not permitted on these premises.”	Conspicuous location at each entry to premises.
Restaurants that do not permit persons under twenty-one years of age on a portion of their premises.	“Persons under twenty-one years of age not permitted in this area.”	Conspicuous location at each entry to a restricted area.

Generally, a person under 21 may not enter an area classified as off limits to minors. Here are some exceptions:

- Eighteen (18), 19 or 20-year-olds may enter the restricted portion of the licensed premise to place or pick up beverage orders, bus tables and seat patrons. At no time may a person 18, 19 or 20 years of age remain in the restricted portion of the premises for any length of time or be assigned to work in the restricted portion.
 - Musicians (vocalists or instrumentalists), disc jockeys, or lighting or sound technicians supporting the musical group or disc jockey.
 - Performing janitorial duties after the tavern has closed.
 - Employed by an amusement device company and are installing, repairing, maintaining, or removing an amusement device.
 - Law enforcement officers, firefighters, or security officers who are working and not directly employed by the licensee.
- **FAE/FAS:** Warning of the possible danger of birth defects which may be caused as a result of the consumption of alcohol during pregnancy.

Type of Licensee	Required Location of Sign
Alcohol served for an on-premises consumption such as restaurants and taverns	Posted in plain view at the main entrance to the liquor-licensed portion of the establishment, and in the women's public restrooms closest to the licensed area.
Airports, convention centers, sports facilities, and other licensed premises that have more than one authorized location for alcohol service and consumption	Conspicuous location at each entry to a restricted area.

Grocery store and beer/wine specialty shop licensees	Posted at one or more of the following locations: <ul style="list-style-type: none"> ■ At each permanent display area of shelving and at coolers displaying alcohol beverages; and/or ■ At the cash register(s) where alcohol is sold; and/or ■ At the main entrance to the licensed premises.
Breweries and wineries	Posted in plain view at: <ul style="list-style-type: none"> ■ The main entrance to areas where alcohol is sold for off-premises consumption, and ■ At the main entrance to all tasting areas

- **Firearms Prohibited:** Signs provided by the board must be posted in each tavern and lounge.
- **Tobacco Sign** (Only if Selling Tobacco)
- **Master Business License with liquor endorsement:** must be conspicuously posted

Bringing Alcoholic Beverages onto the Premises

It is illegal for an establishment to have spirits, beer or wine on the premises that was not purchased under the authority of the liquor license. There is an exemption for wine: with the licensee’s approval, a customer may bring their own bottle of wine to **consume with a meal** into a restaurant and may take the unfinished bottle home.

When allowing the customer to take the unfinished bottle home, as a best practice, we recommend the following procedures: Re-cork the wine, draw a line on the bottle showing the amount leaving the premises, put your initial there, place it in a bag and staple it with a receipt showing the purchase of a meal. Also, advise the customer to place the wine in the trunk or farthest area from the driver’s seat.

Drug Overdose or Alcohol Poisoning

Washington State passed the “911 Good Samaritan Overdose Law” to address drug overdoses (RCW 69.50.315). The law provides immunity from prosecution for drug possession charges to overdose victims and bystanders who seek aid in an overdose event.

Washington law also provide immunity to those acting in good faith who seeks medical assistance for someone experiencing alcohol poisoning if the evidence for the charge was obtained as a result of the person seeking medical assistance (RCW 66.44.270 (7))

Lighting Requirement

In a liquor-licensed establishment, lighting must be bright enough to be able to check ID and observe patrons where alcohol is served.

Module 1-Unit 2 Summary

- Washington State **DUI Tracking System** means that each location is noted and recorded as to where the DUI suspect had been consuming their alcohol. This record is forwarded to WSLCB for follow-up and investigation.
- **Implied Consent** means, every person who operates a motor vehicle has given implied consent to submit to a breath or blood test to determine BAC. If one refuses to take the test, his/her driver's license will be revoked.
- Each establishment requires multiple signs for the public including Fetal Alcohol Syndrome, Areas not permitted to Minors; Master Business Licenses; Firearms prohibited and spirits, beer and wine restaurant must post full menu hours.
- In a liquor-licensed establishment, **lighting** must be bright enough to check ID and observe patrons.

Have students turn to page 16 and take the Module 1, Unit 2 quiz. When everyone is done, review the answers with the class. Student must receive 80% or better to pass the quiz.

Module 1-Unit 2 Quiz:

1. What is the legal BAC for persons under the age of 21?

Answer: There is zero tolerance for alcohol in the system of anyone under 21 years of age.

2. If a police officer pulls a driver over and suspects them of having a BAC over the legal limit, they can administer field sobriety tests and/or a breathalyzer test. If the driver refuses, what are the three consequences to the driver of that refusal?

1. _____ **Answer: License, permit, or privilege to drive will be revoked or denied if he or she refuses to take the test.**

2. _____ **Answer: Can be used in a court trial.**

3. _____ **Answer: Your vehicle will be towed, and the cost to get it out of impound is the responsibility of the driver.**

3. True or False: If a guest is pregnant, you cannot serve her any alcohol.

Answer: False, you may serve anyone who is of proper age, has appropriate ID, and is not apparently intoxicated.

4. True or False: If a guest purchases a bottle of wine from your establishment to consume with a meal, can he/she take the unfinished portion home?

Answer: Yes. A guest can take the unfinished bottle home if it was purchased with a meal. It is best practice to place it in a bag, draw a line on the bottle showing amount leaving the premises, and staple the bag closed with a copy of the paid receipt. They need to put the bottle in the trunk or furthest area from the driver's seat.

5. What are required signs at a restaurant?

Answer: Full Menu Hour, FAE/FAS, Master License, No minor permitted (if they have a minor restricted lounge)

Module 2: Recognizing and Preventing Intoxication

Play LCB Video: <i>Last Call</i>		13 minutes
Play Video/DVD 2: <i>Recognizing and Preventing Intoxication.</i>	ServSafe Alcohol	18 minutes
<p>Complete part of the Rate the Guest activity. Play the following segments from Video/DVD 5: <i>Evaluating Real-World Scenarios</i>, section 1: Recognizing Signs of Intoxication.</p> <ul style="list-style-type: none"> -Segment 1: Valet interacting with a guest leaving the establishment -Segment 2: Two female guests eating in a fine-dining restaurant -Segment 6: Female guest talking with a bartender at the bar -Segment 9: Construction worker drinking at the bar -Segment 10: Regular interacting with a bartender at the bar <p>Allow two minutes to discuss each scenario with the class.</p>	ServSafe Alcohol 2-18	15 minutes

Have students turn to page 16 and follow along as you read pages 16-17 aloud

Alcohol and Its Effects on the Body

Serving Alcohol and Energy Drinks

Signs of apparent intoxication may become more difficult to recognize when someone is consuming alcohol and energy drinks. Whether you are hosting your own party or serving customers at your restaurant, you can reduce your risk by:

- Deciding not to serve or sell drinks that combine alcohol and energy drinks (restaurant employees should check their company policy)
- Displaying signs that warn about the risks of combining alcohol and energy drinks
- Watching closely for signs of intoxication
- Keeping a close eye on the number of drinks each guest or customer has consumed and cutting them off when appropriate
- Finding your guests a ride home, whether with a designated driver or cab company
- Knowing the signs of alcohol poisoning and how to call for medical help if needed

Alcohol and Energy Drinks

The stimulants in energy drinks can mask the depressant effects of the alcohol. Consequences include:

- Drinking more than anticipated and/or more than can be safely consumed because the normal onset of sleepiness is delayed
- Inability to judge your level of intoxication because caffeine reduces the feeling of drunkenness, although not the overall level of impairment.
- Taking greater risks, such as driving after drinking, because the combination makes you feel less intoxicated than you are.

Physical Effects

In addition to impaired judgment, the combination of alcohol being a depressant and an energy drink being a stimulant can have a negative effect on the heart. Shortness of breath, rapid heartbeat, and heart attacks can result. For adolescents, pregnant women, and people with certain health conditions, high levels of caffeine are especially risky.

Both alcohol and caffeine are diuretics, and dehydration is another side effect, weakening the body's defense mechanisms.

Studies Support Concerns

Researchers at the University of Florida released findings from a survey of about 800 randomly selected, college-age bar patrons that showed those who consumed alcohol and caffeine were more intoxicated than those who only had alcohol and were four times more likely to say they wanted to drive home.

They say they feel less drunk, but their intoxication levels are masked by the stimulant, making them more prone to injury and alcohol poisoning.

Researchers from the Wake Forest University School of Medicine found that those who consumed energy drinks with alcohol were more likely to:

- Take advantage of or be taken advantage of sexually
- Ride with a drunk driver
- Be hurt or injured
- Require medical treatment as a result of their drinking

In the state of Washington, any caffeinated or stimulant-enhanced malt beverage, as defined in RCW 66.04.010, are prohibited for sale.

Have students write answers in the 'Note' section of the Student Workbook and go over answers

Ask “What are some ways you can reduce your risk when serving alcohol and energy drinks?”

Answer:

- Ask Deciding not to serve or sell drinks that combine alcohol and energy drinks (restaurant employees should check their company policy)
- Displaying signs that warn about the risks of combining alcohol and energy drinks
- Watching closely for signs of intoxication
- Keeping a close eye on the number of drinks each guest or customer has consumed and cutting them off when appropriate
- Finding your guests a ride home, whether with a designated driver or cab company
- Knowing the signs of alcohol poisoning and how to call for medical help if needed

Physical Signs and Effects of Drugs and Alcohol

Alcohol and Drugs

Many drugs, whether they are over the counter, prescription, or herbal remedies, become dangerous and even deadly when mixed with alcohol. Depending on the type of medicine, doing so can result in the following:

- Increased risk of stomach or intestinal bleeding
- Extreme drowsiness
- Liver damage
- Higher blood alcohol levels because of the alcohol in the medication
- Talk to your doctor about the potential effects of drinking alcohol while on medication.

Know the physical signs of a person under the influence of drug(s):

Cocaine

- * Irritability.
- * Whites of the eyes are a reddish color.
- * Dilated pupils.
- * Reddish area under the nose.
- * White powder or debris on nose hair.
- * Runny nose.
- * Extra alert.
- * Talks faster than normal.
- * Rapid breathing.
- * Walks rapidly.

Heroin

- * Droopy eyelids.
- * Constricted pupils.
- * Non-reactive pupils.
- * Whites of the eyes are a reddish color.
- * Sleepy appearance.
- * Slow or slurred speech.
- * Nodding of the neck.
- * Licking of dry lips.
- * Slow breathing.
- * Fresh needle marks on the arms.
- * Itching of the skin.
- * Slow or staggering walk.

Marijuana

- * Inside lining of eyelid is red and irritated.
- * Glassy eyes.
- * Slow or non-reactive pupils.
- * Poor distance perception.
- * Flushed face.
- * Slow speech.
- * Frequent giggling.
- * Green tint on the tongue.
- * Breathing through the mouth.
- * Poor balance.

Effects of Combining Alcohol and Marijuana

When people mix marijuana and alcohol together at one time, the results can be unpredictable. The effects of either drug may be more powerful or the combination may produce different and unpredictable reactions. Mixing marijuana with alcohol can increase the risk of vulnerable people experiencing psychotic symptoms.

The negative effect that alcohol has on driving is well documented. Marijuana use also affects a person's ability to concentrate and react in driving situations. Even at low doses the combination of alcohol and marijuana is dangerous and places the drivers, their passengers and others on the road at serious risk.

Note: It is illegal in the state of Washington to smoke or consume marijuana at any liquor-licensed establishment. It is prohibited

- Engage in or permit any employee or other person to engage in the consumption of any type of marijuana, usable marijuana, or marijuana-infused products in a liquor licensed business, including outdoor service areas or any part of the property owned or controlled by the licensee
- Permit any person consuming, or who has consumed within the licensed premises, any type of marijuana, usable marijuana, or marijuana-infused products to remain on any part of the licensed premises

Module 2 Summary

- Only the liver can break down alcohol in the body
- Body type, gender, rate of consumption, type of medication taken and emotional state can all affect a person's BAC.
- Mixing alcohol and energy drinks are dangerous enough that premixed beverages are no longer legal in the state of Washington.
- Mixing alcohol and other drugs, whether illegal or prescription can be a dangerous combination for the guest and you as a server. You need to be aware of the signs to be a responsible server.
- Guests who show signs of relaxed inhibitions or impaired judgement such as, speaking loudly, using foul language, complaining about the strength of their drink or the cost of their drinks may be showing signs of intoxication.
- You can slow the absorption of alcohol by offering foods with high protein and fat content

Have students turn to page 19 and take the Module 2 quiz. When everyone is done, go over the answers and grade the quizzes. Student must receive 80% or better to pass the quiz.

Module 2 Quiz

1. List four signs of intoxication you may encounter as a server of alcohol.
 1. _____ **Answer: Slurred speech, loud talking**
 2. _____ **Answer: Glassy eyes, aggressive behavior**
 3. _____ **Answer: Swaying while walking or standing, stumbling**
 4. _____ **Answer: Low attention span, loss of inhibitions**

2. Why would it be more difficult to observe signs of intoxication when an energy drink is mixed with alcohol? **Answer: Because the caffeine is a stimulant and mask the signs of the alcohol.**

3. Give at least three examples of what 'slowing' service would be.
 1. _____ **Answer: Place glass of water in front of the guest instead of asking to get another drink.**
 2. _____ **Answer: Wait until asked for another alcoholic beverage rather than offering.**
 3. _____ **Answer: Bringing complementary food instead of offering another alcoholic beverage.**

4. List five things that affect a person's BAC.
 - a. **Drink rate and amount consumed**
 - b. **Drink strength**
 - c. **Body size**
 - d. **Body fat/weight**
 - e. **Gender**
 - f. **Age**
 - g. **Emotional state**
 - h. **Medications**
 - i. **Food**
 - j. **Carbonation**

5. If a guest is apparently intoxicated, what can you do to help them sober up?
Answer: Only time without drinking will sober someone up. You can slow the absorption of alcohol by eating foods and avoid mixing alcohol with carbonated beverages. A customer showing signs of intoxication may remain on-premises as long as she/he does not purchase, consume or possess any more alcohol. You may serve non-alcoholic drinks or food for them to stay and sober up. Anyone remaining on-premises cannot be disorderly.

Module 3: Minors and Checking ID

Module 3: Checking Identification		(19 min. total)
Play Video/DVD 3: <i>Checking Identification</i> .		16 minutes
<p>Complete part of the Rate the Response activity. Play the following segment from Video/DVD 5: <i>Evaluating Real-World Scenarios</i>, section 2: Checking Identification.</p> <ul style="list-style-type: none"> Segment 5: Guest attempting to be served at a sports bar <p>Allow two minutes to discuss the scenario with the class.</p>	ServSafe Alcohol 3-17	3 minutes

Have students turn to pages 21-22 as you read aloud

In Washington, it is illegal to sell or serve beverage alcohol to anyone under 21 years of age. Unless your house policy requires it otherwise, check every guest's ID if he or she looks less than 30 years of age.

Acceptable Forms of ID

In Washington, these are the **acceptable forms of ID** to purchase beverage alcohol and tobacco:

- A driver's license, instruction permit, or ID card issued by any US state, US territory, District of Columbia, or Canadian province.
 - A temporary license by itself is not acceptable to purchase alcohol; however, if combined with an expired valid ID with a photograph, it may be accepted.
- An official US Military ID. These IDs can include active duty, reserve, retired, and dependent IDs. The ID must be officially issued.
- A Merchant Marine ID issued by the US Coast Guard.
- A Washington State Tribal Card (check with the WHAEF or visit WSLCB's website for a current listing of accepted tribal cards).
- An official passport issued by any nation.

The ID must be valid and show:

1. Date of birth.
2. Signature (except on military ID)
3. Photograph.
4. Expiration Date. (Not expired) **Note: Expiration dates are not required on Tribal cards.*

How to check ID

1. Ask for identification.
2. Have the customer hand you the ID. Do not accept or handle a customer's wallet.

3. Check the expiration date. Do not accept expired ID.
4. Check the date of birth. For vertical ID's, check the information to the left of the photo to make sure the customer has turned 21.
5. Verify the photo matches the customer.
6. Verify the ID's unique features.

Note: Washington law differs from the ServSafe Alcohol program here. ServSafe Alcohol states that, in some areas, it is not illegal for minors to try to buy beverage alcohol, present a false ID, enter bars, drink beverage alcohol at a banquet or celebration, or for parents to offer their minor children beverage alcohol in a bar or restaurant. **All of these are illegal in Washington.**

T-L-A method:

Using the T-L-A (Touch, Look, Ask) method helps you to verify that the ID the customer is using is legitimate and not fake or altered.

TOUCH

Hold ID and feel for:

- Raised edges around photo
- Bumpy surfaces
- Irregular lamination
- Cuts, slits, or pin holes
- Peeling lamination or uneven corners
- Thickness and quality of ID

LOOK

Look. Really look, don't just glance at the ID

- Check expiration date first and reject expired ID
- Reject "Void" ID
- Check birthdates
- Check photo: does it look like the person?
- Compare consistency of printing: Look for letters and numbers that don't match or line up
- Turn ID over and check info on back

ASK

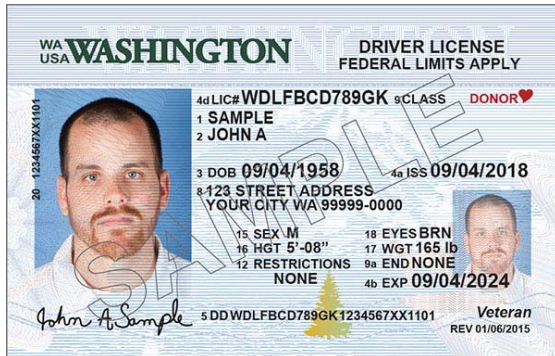
If the ID is still in question, ask for second piece of ID. People with fake ID rarely carry back-up ID. Quiz the person:

- What's your zip code?
- What's your address?
- How old are you?
- What year did you graduate high school?
- How do you spell your middle name?
- Ask person to sign their name and compare it to signature on ID

Go over the Washington ID security features:

Washington ID Security Features:

Adult and Minor Washington ID/Driver's License –issued starting July 1, 2018.



Beginning in July 2018, there will be two changes to standard driver licenses and IDs. All other features remain the same.

- Standard cards will be marked with “FEDERAL LIMITS APPLY”
- The driver's license number will:
 - Start with WDL
 - Be randomly generated and not relate to the individual's name or birthdate (**no more 100 rule**)
 - Start with seven alphabetical characters
 - Not include special characters
 - Will not contain the letters A, E, I, O, U, Q or V

Enhanced cards: security features for the enhanced cards are the same except, enhanced cards show US flag on the picture.

Adult-Washington ID/Driver's License –issued from Feb 2017 to Aug 2018. Valid until the expiration date.





1. Date of birth
2. Issue date of ID
3. Expiration date
4. Signature
5. Ghost portrait
6. 100 rule: Example shown: 27+73=100
7. Printed data overlapping the ghost image
8. Fine-line pattern on the front of the ID
9. Foil printed tree



Additional features not numbered:

- Washington hologram and state seal repeats across the front and back under ultraviolet light
- WA USA in the heading
- “Veteran” or “Donor” could be on any card types.
- **Color headers:** driver licenses will have blue headers; ID cards will have violet headers, and EDL colors will have salmon headers



Minor (under 18 or 21) Washington ID/Driver's License –issued from Feb 2017 to Aug 2018. Valid until the expiration date.

1. Date of birth
2. ID issue date
3. Expiration date
4. Age 18 or 21 On Date
5. Signature
6. Ghost portrait
7. 100 rule: Example shown: 01+99=100
8. Printed data overlapping the ghost image
9. Fine-line pattern on the front of the ID
10. Foil printed tree



Additional features not numbered:

- WA USA in the heading
- Washington hologram and state seal repeats across the front and back under ultraviolet light
- Color headers: driver licenses will have blue headers; ID cards will have violet headers, and EDL colors will have salmon header



**Adult-Washington ID/Driver's License Issued before 2017.
Valid until the expiration date.**

1. Date of birth
2. Issue date of the ID
3. Expiration Date
4. State seal overlap photo
5. Washington hologram (can be seen when ID is tilted)
6. Repeating "STATEOFWASHINGTON" in fine print (can be seen under a magnifying glass)
7. Ghost portrait (faint photo) at bottom right of card
8. 100 rule: the first two numerals in the driver's license # +the last two digits of the date of birth year should add up to 100 (example shown, 14+26=100)



Additional features not numbered:

- Washington hologram and state seal repeats across the front under ultraviolet light
- WA USA in the heading
- Braches overlap photos



**Minor (under 18 or 21) Washington ID/Driver's License Issued before 2017.
Valid until the expiration date.**

1. Date of birth
2. Issue date of the ID
3. Expiration date
4. Age 18 or 21 on date
5. State seal overlap photo
6. Washington hologram (can be seen when ID is tilted)
7. Ghost portrait (faint photo) at bottom right of card
8. Repeating "STATEOFWASHINGTON" in fine print (example shown on #6)
9. 100 rule: the first two numerals in the driver's license #+the last two digits of the date of birth should add up to 100 (example shown, 02+98=100)



Additional features not numbered:

- Washington hologram and state seal repeats across the front under ultraviolet light
- WA USA in the heading
- Braches overlap photos



-
- Ask for volunteers to read each of the most common reasons for failing compliance checks (page 25)
-

Five most common reasons sellers and servers fail compliance checks

1. Did the math wrong to figure out how old someone was
2. Confused the language on vertical ID's
3. Could not read the ID (didn't have glasses, lighting too dark, etc.)
4. Not paying attention, dealing with other issues – phone call, personal issue, etc.
5. Checked the ID too fast

You may see Washington driver's licenses presented for identification that are punched. These punched IDs are **acceptable** if:

- The card is not expired, and;
- The punch is not through the photo, date of birth, expiration date, or signature.

Watch for **unacceptable** forms of identification. Do not accept the following forms of ID:

- Birth certificate.
- School or work identification.
- Social security card.
- Professionally printed ID card.
- Alien residency (green) card

Note: Washington law differs from the ServSafe Alcohol program, which states that an alien residency card (green card) is an acceptable form of ID. **Be aware that an alien residency (green) card is not an acceptable form of ID in Washington.**

ID Checking Exercise:

Have students answer the questions and write the answers on their workbook. Go over the answers with the class.

1. Examine the ID and answer the following questions:



- 1) What is the date of issue?
12/19/2016
- 2) What is the date of birth?
01/01/1973
- 3) What is the expiration date?
01/01/2022
- 4) What numbers make up the 100 Rule?
 $27+73=100$
- 5) Identify at least three security features on the ID:
 - Fine line pattern on front of the ID
 - Foil tree image
 - Ghost portrait

2. Examine the ID and answer the following questions:



- 1) What is the date of issue?
04/27/2016
- 2) What is the date of birth?
05/22/1986
- 3) What is the expiration date?
05/22/2022
- 4) What numbers make up the 100 Rule?
 $14+86=100$
- 5) Identify at least three security features on the ID:
 - Ghost portrait
 - State seal on the photo
 - 100 rule

3. Examine the ID and answer the following questions:



- 1) What is the date of issue?
01/17/2017
- 2) What is the date of birth?
05/05/1999
- 3) What is the age 18 or 21 date?
05/05/2017
- 4) What numbers make up the 100 Rule?
01+99=100
- 5) Identify at least three security features on the ID:
 - Ghost portrait
 - Fine line pattern
 - Foil tree image

4. Examine the ID and answer the following questions:

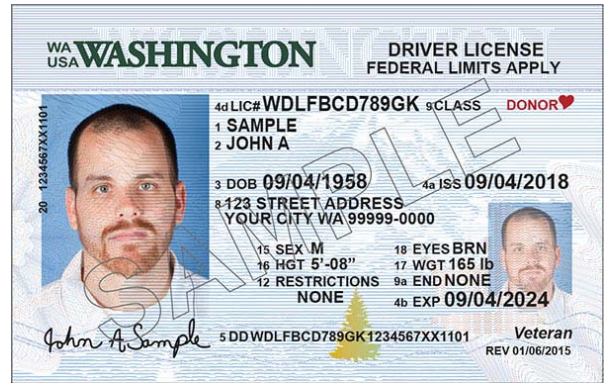


- 1) What is the date of issue?
02/13/2016
- 2) What is the date of birth?
12/22/1998
- 3) What is the age 18 or 21 date?
12/22/2019
- 4) What numbers make up the 100 Rule?
02+98=100
- 5) Identify at least three security features on the ID:
 - Ghost portrait
 - State seal
 - Tree branches and mountain background



5. Examine the ID and answer the following questions:

- 1) What is the date of issue?
08/12/2015
- 2) What is the date of birth?
01/06/1998
- 3.) What is the age 18 or 21 date?
01/06/2019
- 4.) What is the expiration date?
08/12/2020
- 5.) Identify at least three security features on the ID
 - Ghost portrait
 - Foil Tree
 - US Flag



6. Examine the ID and answer the following questions:

- 1) What is the date of issue?
09/04/2018
- 2) What is the date of birth?
09/04/1958
- 3.) What is the age 18 or 21 date?
01/06/2019
- 4.) What numbers make up the 100 Rule?
None, the ID is newer and does not follow the 100 Rule.
- 5.) Identify at least three security features on the ID
 - Foil tree
 - Ghost portrait
 - WDL

7. If, today is **April 13, 2019**, can you sell/ serve alcohol to this person?

Yes **No**



8. If, today is **March 22, 2018**, can you sell/serve alcohol to this person?

Yes **No**



9. Mark all acceptable forms of ID:

- ✓ Driver's License, Instruction Permit, or I.D. Card issued by any U.S. State, U.S. Territory and District of Columbia
- ✓ Driver's License, Instruction Permit, or I.D. Card issued by any Canadian Province
- Officially issued college ID
- ✓ U.S. Armed Forces I.D. Card (Encrypted signature acceptable)
- ✓ Merchant Marine I.D. Card issued by the U.S. Coast Guard
- ✓ Federally recognized Washington State Indian Tribe Enrolment Cards
- ✓ Official Passport, Passport Card or NEXUS card
- Major credit card with picture
- Alien Registration Card
- ✓ A temporary license with an expired driver's license
- ✓ A hold-punched driver's license that the hole didn't go through the information such as date of birth, expiration date, photo or any other information that makes the ID invalid.
- Expired identification card by itself.
- "Valid without photo" is printed on the ID

10. Mark unacceptable ID:

- ✓ Expired ID
- Expired ID with a valid temporary driver's license
- ✓ Driver's License without photos
- ✓ Date of birth 06-05-1986 and Driver's LIC # XXXXXXXX185E1
- ✓ State seal not shown on the ID
- ✓ "valid without photo" is printed on the ID
- ✓ Photo on the ID doesn't match the presenter
- Date of birth 06-05-1986 and Driver's LIC # XXXXXXXX145E1

Have the student to identify ways to check for fake ID. Some of the checkpoints are:

- ✓ Look at the overall color of the ID
- ✓ Check for security features
- ✓ Compare the ID to a valid ID
- ✓ Examine the microprint with a magnifying glass
- ✓ Hold the card under ultraviolet light
- ✓ Feel the card
- ✓ Scan the barcode
- ✓ Tilt the card in the light
- ✓ Search for misspellings on the ID
- ✓ Study the cardholder
- ✓ Compare the physical description to the cardholder
- ✓ Compare the picture to the person
- ✓ Compare signatures
- ✓ Ask questions
- ✓ Ask for a second ID

□ [Ask for volunteers to read aloud page 29](#)

ID Confiscation

It is considered theft to deprive an individual of their property by confiscating their ID. The employee may say to the person who is presenting the questionable ID, that he or she is unsure of the ID's validity and will be calling the police to come check the ID. If the person wants to take his or her ID and leave, let him or her leave. If the person wants to wait for the police to come and check the ID, let him or her wait in an area where minors are allowed. Do not serve the person beverage alcohol while he or she is waiting. You should record the incident in a log-book.

It is not considered theft if a person leaves and abandons his or her ID.

Note: Washington law differs from the ServSafe Alcohol program, which states “to check your establishment's policy before confiscating an ID.” **Be aware that in Washington, it is considered theft and WSLCB does not recommend you to confiscate an ID. You may hold the ID until law enforcement arrives.**

[Have students write answers in the 'Note' section of the student workbook and go over answers:](#)

1. Ask “What does T-L-A stand for?” Answer: Touch, Look and Ask

2. Discuss 5 most common reasons sellers and servers fail compliance checks:

Answer:

1. Did the math wrong to figure out how old someone was
2. Confused the language on vertical ID's
3. Could not read the ID (didn't have glasses, lighting too dark, etc.)
4. Not paying attention, dealing with other issues – phone call, personal issue, etc.
5. Checked the ID too fast

3. Ask “Is it legal to confiscate someone's ID?” No

Ask students to turn to page 29 and follow along as you read aloud

Licensee Certification Cards

If a guest's ID appears acceptable, but you still have some doubt about the guest's age, you may have the customer fill out a Licensee's Certification Card (LCC). You can get these cards from WSLCB at no charge. You are not required to use the card but if you have decided to use the card, make sure the card is filled out correctly and completely. You will need to fill out the front of the card and your customer will fill out the back of the card. If it is later discovered that the guest was under 21, Licensee's Certification Card will show that you made every effort to follow the law.

The establishment is required to keep all completed Licensee Certification Cards once filled out for at least three years.

Module 3 Summary

- In the state of Washington, it is against the law to sell, serve, or allow possession or consumption of alcohol to anyone under the age of 21 in a liquor-licensed establishment. Anyone violating this law may receive jail term, monetary penalty, license or MAST permit suspension or revocation and may be sued (third party liability)

Washington State does not recognize the term ‘Dram Shop Laws’ but instead uses the term ‘Third Party Liability’. The definition for dram shop laws used in the ServSafe Alcohol material can be used for third party liability. Civil lawsuits against servers are allowed because of third party liability.

- There are five acceptable forms of ID in the state of Washington:

- A driver's license, instruction permit, or ID card issued by any US state, US territory, District of Columbia, or Canadian province.
 - A temporary license by itself is not acceptable to purchase alcohol, however, if combined with an expired ID (any one of the above), it may be accepted.
- A US Military ID. These IDs can include active duty, reserve, retired, and dependent IDs.
- A Merchant Marine ID issued by the US Coast Guard.
- A Washington State Tribal Card (check with the WHAEF or visit **lcb.wa.gov** for a current listing of accepted tribal cards).
- An official passport issued by any nation.
- Your place of employment may have additional rules regarding what is acceptable (i.e. no vertical ID accepted, ID card must be checked for anyone who looks 35 or younger, 100% ID Check policy, etc.)
- A licensee certification card is used in cases that an ID meets all requirement but you still have some doubt.
- Do not confiscate anyone's ID but if you have any concerns, call the police to verify the ID.

Have students turn to page 27 and take the Module 3 quiz. When they are done with the quiz, review the answers with the class. Student must receive 80% or better to pass the quiz.

Module 3 Quiz:

1. List at least four features of the Washington ID:

Answer:

ID issued to prior to June 2017:

1. ***Black state seal overlaps the photo***
2. ***Ghost portrait (faint version of the bearer's image) at bottom right of card***
3. ***"Washington" appears in repeating, non-aligned, text in laminate***
4. ***The mountain can be seen in the upper portion of the photo***
5. ***Branches from the bush will go over the photo***
6. ***UV light rays reveal a repeating state seal on the front of the card***
7. ***100 Rule (first two digits of the ID number and last two digit of birth year equal to 100)***

ID issued starting June 2017:

1. **Ghost portrait (faint version of the bearer's image) at bottom right of card**
2. **100 rule: the first two numerals in the driver's license # + the last two digits of the date of birth will add up to 100.**
3. **Age 18/21 on date**
4. **Foil printed tree**

- 5. Fine line pattern on the front of the identification
- 6. Washington hologram and state seal repeats across the front and back of the ID under ultraviolet light.

2. When would you use a Licensee Certification Card?
 _____ **Answer: ID meets all requirements but you have doubt about the true age of ID presenter.**

3. What is the “third party liability”?
Answer” Civil lawsuits against servers and or licensees when an innocent victim received injuries and or damages as a result of illegal sales of alcohol to minors and or apparently intoxicated person.

Module 4: Handling Difficult Situations

Play Video/DVD 4: <i>Handling Difficult Situations</i> .		14 minutes
Complete part of the Rate the Response activity. Play the following segments from Video/DVD 5: <i>Evaluating Real-World Scenarios</i> , section 3: Handling Difficult Situations. <ul style="list-style-type: none"> ● Segment 2: Two female guests dining in a fine-dining restaurant ● Segment 3: Valet interacting with a guest leaving the establishment ● Segment 5: Female guest talking with a bartender at the bar ● Segment 6: Regular interacting with a bartender at the bar ● Segment 9: Group of friends with a designated driver ● Allow two minutes to discuss the scenario with the class. 	ServSafe Alcohol 4-15	17 minutes

Have students write answers in the ‘Note’ section of the student workbook and go over answers

Ask “Since marijuana use is legal in Washington State, is it ok for people to consume marijuana in the restaurant?”

Have students turn to page 32 in their workbooks and follow along as you read pages 31-32 aloud. Stop prior to 'Keeping an intoxicated individual's car keys'

Apparently Intoxicated Person (AIP)

Alcohol and Drugs

Licensed businesses serve as a place where people gather to eat, socialize, and participate in leisure activities. It is against the law to allow any illegal activities on licensed premises, to include consumption of any drugs, type of marijuana, usable marijuana, or marijuana-infused products.

Conduct on a Licensed Premises

The WSLCB may take administrative action against licensees who engage in marijuana consumption or criminal activity or knowingly permit employees or guests to engage in marijuana consumption or criminal activity on the licensed premises or property adjacent to the licensed premises. This includes sidewalks, parking lots, and any other property under the licensee's control.

To **knowingly permit** an activity is failing to take reasonable action to stop it from occurring on the premises or adjacent property. The licensee is responsible for consumption or criminal activity that he or she should be aware of.

Intoxication and Disability

Sometimes people with disabilities exhibit behavior that is similar to that of an intoxicated individual. Get to know your guests to ensure that any refusal of beverage alcohol service is based on their state of sobriety - not a disability.

Servers should "size up" a guest in the first 15 seconds of the guest's arrival. This can help the server determine if the guest has a disability. This also can be supporting evidence for the server and the establishment if litigation arises from not serving beverage alcohol to a guest with a disability or serving beverage alcohol to a guest who is intoxicated and not disabled.

Disorderly Conduct

Persons who become loud, boisterous, or disorderly cannot remain on the premises. Licensees are responsible for the disorderly conduct of guests when they are on the property. If disorderly conduct, such as a fight, occurs, call the police immediately.

Lewd or obscene conduct, pictures, entertainment, or literature are prohibited in any business that sells or serves beverage alcohol.

Intoxicated Individuals

In Washington, it is illegal to serve or sell beverage alcohol to anyone who appears to be intoxicated. It is also illegal to allow anyone who appears to be intoxicated to continue to possess or drink beverage alcohol, including beer and wine, on your

premises. You may allow an intoxicated guest stay on the premises as long as he/she is not disorderly and not purchasing, possessing or consuming any more alcohol.

Anyone violating the liquor laws and/or regulations may receive a monetary penalty, jail term, and or suspension/revocation of the liquor license/MAST permit.

Note: Washington law differs here from the ServSafe Alcohol program, which states, "Wait until the guest orders before refusing beverage alcohol service. If a guest has a drink and is content, the best practice is to wait." Be aware that **Washington law requires a server to remove beverage alcohol** from an apparently intoxicated person's possession. All intoxicated individuals must be refused beverage alcohol service and have any beverage alcohol removed from their possession.

Have students write answers in the 'Note' section of the student workbook and go over answers

1. Ask "How would you determine if someone is intoxicated versus having a disability?"

Answer: Servers should "size up" a guest in the first 15 seconds of the guest's arrival. This can help the server determine if the guest has a disability. This also can be supporting evidence for the server and the establishment if litigation arises from not serving beverage alcohol to a guest with a disability or serving beverage alcohol to a guest who is intoxicated and not disabled.

2. Ask "Is it legal to serve alcohol to someone who appears to be intoxicated? If not, what could happen if you do serve an intoxicated individual?"

Answer: No. Violation of the liquor lay may result in criminal citation, monetary penalty, jail terms, and or license or MAST permit suspension or revocation.

3. Ask "If an apparently intoxicated person has an alcoholic beverage, are you required to remove it from their possession?"

Answer: All intoxicated individuals must be refused beverage alcohol service and have any beverage alcohol removed from their possession

Keeping an Intoxicated Individual's Car Keys

To keep an intoxicated guest from driving, consider these procedures: offer high-protein foods and non-alcohol beverages; offer to find a cab or ride share service, or if the intoxicated guest is with a sober friend, ask the friend to drive the guest home. If the intoxicated guest insists on driving away, immediately call the police.

Note: Washington law differs from the ServSafe Alcohol program, which states that “a parking valet who hands car keys to an intoxicated guest can be held liable for any injuries the guest causes. If the valet has the guest's car keys, he or she should keep them from the guest, give them to the guest when he or she gets into a cab; or if the guest demands that you give him or her the car keys, call the police and give the keys to the police when they arrive.” The state of Washington **does not recommend** keeping a guest's car keys, but strongly recommends calling the police.

Caution: Do not touch or try to physically restrain an intoxicated guest.

Module 4 Summary

- It is illegal for you to sell, serve or allow possession of alcohol to anyone who shows apparent signs of intoxication
- If you do, you could be fined, have your MAST suspended or revoked
- If you have cut off service to any guest, it is recommended that you record the incident in a house log book
- Be sure to know the 'house policy' for alternative forms of transportation, notification of other co-workers, police involvement
- Marijuana is legal to consume in the state of Washington but it is not legal to consume in any public place, which would include a licensed establishment

Have students turn to page 33 and take the Module 4 quiz. When they are done with the quiz, review the questions that were not passed with the class. Student must receive 80% or better to pass the quiz.

Module 4 Quiz:

1. True or False? If your guest is showing signs of intoxication, would you have the obligation to restrain him or her?

Answer: There is no obligation to restrain the guest; that is against the law. However, you should offer other alternatives to the guest for transportation. If the guest insists on driving, you should call the police.

2. List three ways to converse with this guest to communicate that they will not be served any longer.

Answer/Example:

1. If they are with a group, speak with the host (must be sober) or a sober friend or spouse that you are not able to serve this person any longer, and for the safety of the guest, you will be providing non-alcohol beverage.

2. If they are alone, talk to them about how you as the server, will not be allowed to serve any more alcohol to them. You would be happy to get them coffee, water, soda, or juice. It is for their safety and your job.

3. Explain politely that it is against the law for you to serve anyone who shows signs of intoxication so unfortunately, you are not able to serve them anything except non-beverage alcohol and or food.

3. How would you handle the same situation when the sober friend in the group tells you they are taking an Uber so you can keep serving them?

Answer: "I am sorry, and I understand that Uber is a great alternative, but it is against the law for me to serve anyone who appears intoxicated no matter what their mode of transportation is."

4. What are some possible consequences of you serving an apparently intoxicated patron?

1. _____ **Answer: You could be fined and/or even jailed.**

2. _____ **Answer: You could have your MAST permit suspended/revoked.**

3. _____ **Answer: you could be sued (third party liability)**

This concludes the Washington Supplement part of the ServSafe Alcohol course. It **does not** supersede the laws of Washington State in any manner, nor does it address all legal issues associated with alcohol service. If you have questions, comments or complaints about this program, please contact:

Washington Hospitality Association Education Foundation (WHAEF) 510 Plum Street Se, Suite 200 Olympia, WA 98501-1587 (877) 695-9733 training@warestaurant.org	Washington State Liquor and Cannabis Board Mandatory Alcohol Server Training (MAST) 3000 Pacific Avenue PO Box 43098 Olympia, Washington, 98504-3098 (360-664-1727) mast@lcb.wa.gov
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Final Exam

1. Check student's photo ID and explain the following prior to passing out the exam.
2. Explain how to properly fill out the answer sheet with Last Name, First Name, Email Address, Social Security Number, Mailing Address, and Height & Weight (all required).
3. This is a closed book, closed note exam: Ask students to remove books, pamphlets, notes, and phones from the table. There is no time limit to complete the exam but must be done in one session.
4. Ask if anyone needs to take the exam in another language. Options are: English, Spanish, or Korean
5. Review exam details:
 - Exam is 40 questions, all multiple choice
 - Must receive a minimum score of 80% to pass
 - If you pass, you should receive your permit within 30 days from the WHAEF.
 - Your ServSafe certificate can be printed from ServSafe.com

Course Evaluation Survey. Collect and send the completed surveys to WHAEF

APPENDIX A: Samples of Acceptable Forms of ID

WA ID starting Feb 2017



WA USA WASHINGTON IDENTIFICATION CARD

4d LIC# TEST*PH112NN DONOR

1 TEST
2 PERSON HUMAN

3 DOB 08/15/1989 4a ISS 01/20/2017

8 405 BLACK LAKE BLVD SW
OLYMPIA WA 98502-5046

15 SEX M 16 HGT 5'-08" 17 WGT 155 lb 18 EYES DIC

4b EXP 08/15/2022

5 DD TEST*PH112NN21170204F1142 REV 01/06/2015

WA USA WASHINGTON ENHANCED IDENTIFICATION CARD

4d LIC# DISPATR239QJ

1 DISPATR
2 TITIVILUS RONWE

3 DOB 11/11/1977 4a ISS 01/17/2017

8 4220 6TH AVE SE
LACEY WA 98503-1024

15 SEX M 16 HGT 5'-06" 17 WGT 166 lb 18 EYES HAZ

4b EXP 11/11/2022

5 DD DISPATR239QJ21170171A1103 REV 01/06/2015

WA USA WASHINGTON DRIVER LICENSE

4d LIC# WWALLAA423DG

1 WWALLTEST
2 ABE A

3 DOB 03-07-1957 4a ISS 06-24-2013

8 8905 MARTIN WAY E
LACEY WA 98516-5700

15 Sex M 16 Hgt 5-10 17 Wgt 230 18 Eyes BLU

9 Class 9a End NONE 12 Restrictions NONE

4b Exp MILITARY

5 DD WWALLAA433DG34131754E1522 Rev 09-16-2009

WA USA WASHINGTON IDENTIFICATION CARD

4d LIC# HHALLML054M3

3 DOB 07-23-1995

4a Iss 06-24-2013 4b Exp 07-23-2017

AGE 18 ON 07-23-2013

1 HHALLTEST
2 MABE LAY

8 2601 MARTIN WAY
OLYMPIA WA 98506-0000

15 Sex F 16 Hgt 5-00 17 Wgt 100 18 Eyes BLK

5 DD HHALLML054M324131754E1553 Rev 09-16-2009

WA USA WASHINGTON INTERMEDIATE DRIVER LICENSE

4d LIC# GREENYM013KE

9 CLASS

3 DOB 05/05/1999 4a ISS 01/17/2017 4b EXP 05/05/2022

AGE 18 ON 05/05/2017

1 GREENER
2 YOLANDA M

8 421 BLACK LAKE BLVD SW
OLYMPIA WA 98502-5046

15 SEX F 17 WGT 105 lb 18 EYES BLU
16 HGT 5'-06" 9a END L 12 RESTRICTIONS J

5 DD GREENYM013KE3G170171A1537 REV 01/06/2015

WA USA WASHINGTON IDENTIFICATION CARD

4d LIC# IDENTFW003PK DONOR

3 DOB 10/12/2000 4a ISS 12/08/2016 4b EXP 10/12/2022

AGE 18 ON 10/12/2018

1 IDENTIFICATION
2 FIRST WASHINGTON

8 1125 WASHINGTON ST SE
OLYMPIA WA 98501-2283

15 SEX M 17 WGT 200 lb 18 EYES HAZ
16 HGT 6'-00"

5 DD IDENTFW003PK23163431A1351 REV 01/06/2015

WA USA WASHINGTON ENHANCED INTERMEDIATE DRIVER LICENSE

4d LIC# TESTIFL006LF

9 CLASS

3 DOB 06/06/2000 4a ISS 01/17/2017 4b EXP 06/06/2022

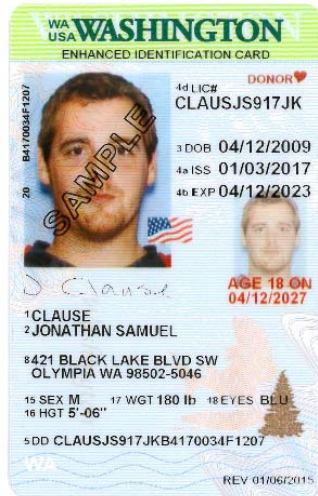
AGE 18 ON 06/06/2018

1 TESTING
2 FRESHMAN LICENSE

8 421 BLACK LAKE BLVD SW
OLYMPIA WA 98502-5046

15 SEX F 17 WGT 150 lb 18 EYES MAR
16 HGT 5'-06" 9a END NONE 12 RESTRICTIONS NONE

5 DD TESTIFL006LF31170171A1348 REV 01/06/2015



- Temporary License:

The new temporary license will be a letter-size (8 ½" X 11") sheet of paper and will not include a photo and signature, unless it's a Commercial Driver License. The new temporary license by itself is not acceptable to purchase alcohol, however, if combined with an expired valid ID with a photograph, it may be accepted.

- Military ID



SAMPJA185800 **SAMPLE, JOHN A**

This is your temporary document. Carry this with you until you receive your new one in the mail.

You can't use this temporary document to cross borders. You will need to use other travel documents until your Enhanced document arrives in the mail. Your new card will show the last photo we took. If you don't receive your document in 45 days, please call us (360) 902-3900 or email drivers@doh.wa.gov.

This Temporary Document Expires 12/19/2017

This document is intended to be used for driving purposes only. It is not valid for identification purposes unless it is accompanied by another piece of identification, like a recently expired driver license.

~ PERSONAL INFORMATION ~	
NAME	SAMPLE, JOHN A
BIRTH DATE	04/06/1938
GENDER	M
HGT	5'-08"
WGT	165 LB
EYES	BRO
RESIDENCE ADDRESS	123 STREET ADDRESS YOUR CITY, WA 99999

~ LICENSE INFORMATION ~	
DOCUMENT TYPE	DRIVER LICENSE
LICENSE #	SAMPJA185800
ISSUE DATE	01/06/2015
EXPIRATION DATE	06/12/2020
RESTRICTIONS	C
ENDORSEMENTS	L, H
CLASS	NONE
ORGAN DONOR	YES
VETERAN	NO

~ MAILING ADDRESS ~	
Your license will be mailed to:	123 STREET ADDRESS YOUR CITY, WA 99999

Appendix B: Required Signs:

Food Service:

- The Washington State Liquor and Cannabis Board does not supply food service signs – establishments must provide their own.
- Establishments are required to list their own hours of full food service.
- The Notice of the availability of the minimum food service must be conspicuously posted or listed on the menu.

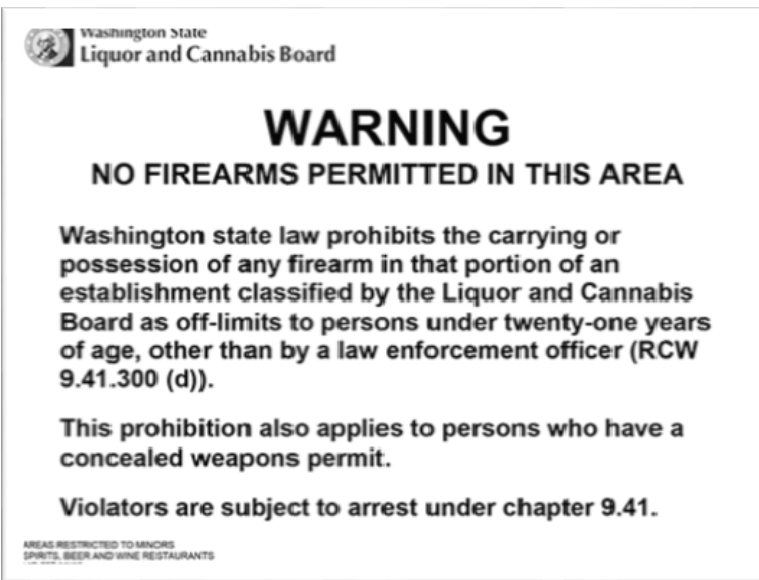
Areas Not Permitted to Minors



Fetal Alcohol Syndrome



Firearms



Tobacco Sign (Only if Selling Tobacco)



Master Business License

**MASTER LICENSE SERVICE
REGISTRATIONS AND LICENSES**

STATE OF WASHINGTON

UNIFIED BUSINESS ID#: 601 999 999
 BUSINESS ID#: 001
 LOCATION: 0001
 EXPIRES: 09-30-2000

ORGANIZATION TYPE
 DOMESTIC PROFIT CORPORATION

JOHN Q PUBLIC, INC
 PUBLIC'S RESTAURANT
 1234 ABC LANE SW
 ANYWHERE WA 98999

TAX REGISTRATION
 CATERING
 MINOR WORK PERMIT

DUTIES OF MINORS
 HOST, BUSS TABLES

LICENSING RESTRICTIONS:
 MINORS EMPLOYED AS COOKS MUST BE AT LEAST 16 YEARS OF AGE.
 WAC 296-125-033 (5) (C)

SPIRITS / BR / WN REST LOUNGE +
 INDUSTRIAL INSURANCE
 UNEMPLOYMENT INSURANCE

The above entity has been issued the business registrations or licenses listed
 DEPARTMENT OF LICENSING, BUSINESS & PROFESSIONS DIVISION
 P.O. BOX 9024 OLYMPIA, WA 98507-9024 360 357-1400

Bryan P. Ingram
 Director, Department of Licensing

STATE OF WASHINGTON

UNIFIED BUSINESS ID#: 601 999 999
 BUSINESS ID#: 001
 LOCATION: 0001
 EXPIRES: 09-30-2000

JOHN Q PUBLIC, INC
 PUBLIC'S RESTAURANT
 1234 ABC LANE SW
 ANYWHERE WA 98999

TAX REGISTRATION
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 MINOR WORK PERMIT

DUTIES OF MINORS
 HOST, BUSS TABLES

LICENSING RESTRICTIONS:
 MINORS EMPLOYED AS COOKS MUST BE AT LEAST 16 YEARS OF AGE.
 WAC 296-125-033 (5) (C)

SPIRITS / BR / WN REST LOUNGE +
 INDUSTRIAL INSURANCE
 UNEMPLOYMENT INSURANCE

PERMIT TO PURCHASE SPIRITS, BEER
 AND WINE, MANAGERS, WASHINGTON
 STATE LIQUOR STORES, THE ISSUES ON
 THIS PERMIT (OR THE LICENSES ON
 EMPLOYEES OVER 21 YEARS OF AGE)
 SPIRITS, LIQUOR, WINE FROM YOUR
 STORE AS PROVIDED BY THE
 WASHINGTON LIQUOR CONTROL ACT.
 RCW 66.16.050 AND RCW 66.24.440.

Bryan P. Ingram
 Director, Department of Licensing

DETACH THIS SECTION FOR YOUR WALLET

Student Course Evaluation (optional):

About the Course:	Strongly disagree	Disagree	Mildly Agree	Agree	Strongly Agree
<ul style="list-style-type: none"> The course objectives were clearly stated. 					
<ul style="list-style-type: none"> The course objectives were met. 					
<ul style="list-style-type: none"> The course content was well organized. 					
<ul style="list-style-type: none"> The course materials were helpful in meeting course objectives. 					
<ul style="list-style-type: none"> Assignments and exams reflected what was covered in the course. 					
<ul style="list-style-type: none"> I learned a great deal in this course. 					
<ul style="list-style-type: none"> Overall, this was an effective course. 					
<ul style="list-style-type: none"> The instructor presented course content effectively. 					
<ul style="list-style-type: none"> The instructor created/supported a classroom environment that was respectful. 					
<ul style="list-style-type: none"> The instructor demonstrated thorough knowledge of the subject. 					
<p>Do you have any constructive suggestions for course improvement?</p>					