

ServSafe Alcohol Online Course

State of Utah Supplement

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Section 1 – Alcohol Law and Your Responsibility

Servers' Legal Responsibilities

If followed, the guidelines set forth in this supplement will help you stay within the law as a server, and thus avoid legal liability. Further study of the laws of the State of Utah as they pertain to the service of beverage alcohol would be in your best interest.

Please remember that the training information outlined in this supplement is not intended to take the fun out of serving, but rather to help you serve in a responsible manner that will allow you to serve for many years to come.

Legal Age

The legal age for drinking beverage alcohol in the State of Utah is 21. The serving of beverage alcohol to persons under the age of 21 is illegal and can result in criminal action against the server of the beverage alcohol as well as the establishment. The establishment can have its liquor license suspended or revoked. Servers of alcohol must wear a unique identification badge showing the employee's first name, initials, or a number assigned by the employer.

It is important that the identification of every person who appears to be under 26 years old is checked. This is a safety precaution to make sure that no one under 21 is allowed to drink beverage alcohol.

Employees may not consume or be under the influence of alcoholic beverages while on duty.

Legal Definition of Intoxication

The legal definition of intoxication in the State of Utah is a BAC of 0.08 or higher. Testing for BAC levels is usually accomplished through the use of a breath analyzer or breathalyzer. The accuracy and dependability of the breathalyzer has been an issue for many years, and some law enforcement officials are in favor of introducing saliva testing since it more accurately reflects BAC.

Prohibited Sales

In the State of Utah, the sale of beverage alcohol is prohibited:

- to anyone under the age of 21;
- during non-serving hours;
- if the container does not bear the state tax seal; or
- in establishments that are not licensed by the State of Utah.

Establishing House Rules for Regulating Beverage Alcohol

Establishing house rules and policies for regulating beverage alcohol is important so that everyone involved knows exactly what is expected. Maintaining continuity from server to server will keep problems from arising with repeat guests.

Third Party Liability and the Dram Shop Law

This supplement outlines in detail that a server has a great deal of responsibility and liability when serving beverage alcohol to a guest. This is referred to as third party liability, because even though you may not be involved in an accident or other

incident involving a guest that you served beverage alcohol to, you are the one who is responsible to serve the guest beverage alcohol in a responsible manner.

Dram shop laws state that an establishment that serves beverage alcohol can be liable for the actions of a guest who has consumed beverage alcohol on the premises, even after the guest has left the premises. All liquor licensees in the State of Utah are required to carry dram shop coverage. This coverage provides insurance in the event that a judgment is brought against an establishment for serving beverage alcohol to an individual who is subsequently involved in an accident or other incident involving injury to himself, herself, or other members of the general public.

Utah's Dram Shop Law

The basic provisions of Utah's dram shop law are:

Any person who gives, sells, or provides liquor (or at a location allowing consumption on the premises) or any beverage alcohol to the following persons, and by those actions causes the intoxication of that person, is liable for injuries to person, property, or means of support to any third person, or to the spouse, child, or parent of that third person, resulting from the intoxication of:

- any person who is under the age of 21;
- any person who is apparently under the influence of intoxicating beverage alcohol or drugs;
- any person who the person furnishing the alcoholic beverage knew or should have known from the circumstances was under the influence of intoxicating alcoholic beverages or products or drugs; or
- anyone who is a known interdicted person.

An employer is liable for the actions of its employees in violation of the dram shop law.

If a person having rights or liabilities under Utah's dram shop law dies, the rights or liabilities survive to or against that person's estate.

An employer may not sanction or terminate an employee as a result of the employee having exercised his/her independent judgment to refuse to sell alcoholic beverages to a person that the employee considers to be intoxicated, or under the age of 21 years.

Utah Liquor Distribution and Control

Utah is one of the many control states in the United States. This means that the state government controls the sale and distribution of liquor in Utah. All sales of liquor in the state are through state liquor stores (including state wine or "super" stores), state package agencies, or licensed outlets (restaurants, bars, clubs). Licensed outlets must purchase their stock from state liquor stores or package agencies.

Utah law categorizes beverage alcohol into two categories: liquor and beer. Liquor means distilled spirits, wine and wine-based products, and beer that contains more than 3.2 percent alcohol by weight. The term beer and light beer mean all beer and

beer-based products that contain 3.2 percent or less of alcohol by weight. The term beverage alcohol means both liquor and beer.

State control extends to service hours, storage locations of liquor in a licensed facility, and price control at the retail level. All beverage alcohol served in a licensed facility in Utah must bear the state tax seal showing that taxes have been paid on that beverage alcohol.

Legal service hours for licensed liquor distributors are:

- 3.2% Beer: 11:30 a.m. to 1:00 a.m.,
- Liquor, wine and heavy beer: 11:30 a.m. to midnight.,

Liquor and wine may not be served until after election polls are closed on election days. Some local ordinances, such as county or city, may regulate the days of allowable beer sales in different parts of the state.

Storage locations on the premises of licensed facilities must be approved by the state (Utah Department of Alcoholic Beverage Control [UDABC]). Such storage facilities are to remain locked during non-serving hours.

Prices on all beverage alcohol purchased through state liquor stores and package agencies are to remain at the same price when sold to the consumer at a licensed liquor distribution facility. A service or corking fee may be added to mixed drinks. The licensed distributor determines these fees.

As of January 1, 1991, "brown bagging" will no longer be allowed in licensed liquor distribution facilities in the State of Utah. The only exception to this law will be cork-finished wines. When such wines are brought or brown bagged into a licensed establishment, they must bear the Utah state tax seal in order to be served. If they do not bear this seal, they may not be served.

Liquor Dispensing Systems

All liquor licensees in the State of Utah must use a state-approved dispensing or metering system. Minibottles are not allowed to be served. A guest may only have one beverage alcohol on the table at a given time. All beverages must be served to the guest at the table. A guest may not go to the bar and pick up his or her own beverage alcohol in a licensed restaurant.

Restaurants (Full and limited service)

Full: The storage, sale, service, and consumption of beverage alcohol are allowed on the premises of a restaurant that has a liquor license that is engaged primarily in serving meals. The total number of restaurant liquor licenses allowed by law is one per 4925 people in the state.

Limited: The storage, sale, service, and consumption of wine, heavy beer, and beer on the premises of a restaurant that has a liquor license that is engaged primarily in serving meals. The total number of restaurant liquor licenses allowed by law is one per 8373 people in the state.

The restaurant must purchase all liquor, wine, and heavy beer from state stores or package agencies. Light (3.2 percent) beer must be purchased from licensed beer wholesalers.

Liquor, wine, and beer sold by restaurants are for consumption on the premises and may not be removed from the restaurant premises. Guests may only purchase beverage alcohol in conjunction with an order for food which is prepared, sold, and served at the restaurant. Each restaurant shall maintain at least 70 percent of its total restaurant business from the sale of food. Restaurants must sell and serve beverage alcohol in the following manner:

- **Liquor Sales:** The primary liquor in a mixed drink may be dispensed from any sized bottle, but only in 1.5 ounce quantities through a department-approved, calibrated, and metered dispensing system or device.
- **Wine Sales:** Wine may be served by the glass in quantities not exceeding 5 ounces per glass. Wine may be poured by the glass from any sized bottle and need not be dispensed through a dispensing device. Wine may also be sold by the bottle in sizes not exceeding 750 ml to tables of less than four people.
- **Heavy Beer Sales:** Heavy beer may be served in original containers not exceeding one liter.
- **Light Beer Sales:** Light (3.2 percent) beer may be served in any sized container not exceeding 2 liters and on draft according to the appropriate operational restrictions that apply to on-premise beer licensees.

A restaurant may charge reasonable amounts for set-ups, mixers, and wine services. Mixed drinks and wine may not be sold at a discount at any time. Liquor may not be stored where it is visible to restaurant guests.

Guests may not bring in or store beverage alcohol on the premises, except when the licensee, at his or her discretion, allows guests to bring in cork-finished wine for consumption on the premises. Wine brought in must be immediately delivered to a server or an employee of the restaurant. Wine service may then be performed.

Beverage alcohol may not be served or consumed at any location where it is stored or dispensed. Beverage alcohol may not be directly dispensed to a guest from the storage area but must be delivered by a server. Consumption must be at or near the guest's table. A guest is permitted only one beverage at a time. Each server must keep a written beverage tab for each table or group that orders or consumes beverage alcohol on the premises.

Servers of beverage alcohol must be 21 years old or older and wear a unique identification badge showing the employee's first name, initials, or a number assigned by the employer. Employees may not consume beverage alcohol or be under the influence of beverage alcohol while on duty. Any person who is employed to sell or furnish beverage alcohol to the public for consumption on the premises must complete the Utah Alcohol Training and Education Seminar (or the ServSafe Alcohol Program).

Although light beer (3.2 percent) advertising is allowed on food menus, advertising of wine and liquor is not allowed except that a statement of availability of a wine and liquor menu may be carried on food menus. Wine and liquor menus are permitted and may be presented to guests only upon request. Advertising of beer is allowed on food menus and menu boards.

Licensed restaurants may open their liquor outlets for sales at 12 noon. Sales must cease at midnight of each day. On a regular general, regular primary, or statewide special Election Day, liquor may not be sold until after the polls are closed. On the

day of local municipal, special district, or school elections, restaurants may not sell liquor (only if required by local ordinance). The hours of beer sales are from 10:00 a.m. to 1:00 a.m. as specified for on-premise beer licensees. Consumption hours are set by local governing authority (city, town, county) and may vary from legal selling hours.

Gambling is not permitted on the premises of a licensed restaurant.

Airport Lounge

The storage, sales, service and consumption of alcoholic beverages on the premises of a public airport lounge. License year is November 1 to October 31. Airport lounges may be established at international airports with U.S. Customs offices. One airport lounge is allowed for each 2,500,000 passengers. Airport lounges must be located beyond the airport's security points.

Alcoholic beverages may be sold from 8:00 a.m. until 12 midnight.

The primary liquor, wine, and beer following the same serve and sold restrictions as in *Full Service Restaurants*.

Clubs

The storage, sale, service, and consumption of alcoholic beverages are allowed on the premises of a licensed club. The total number of licenses allowed by law is one per 7,850 people in the state. Licenses run from July 1 to June 30.

A club liquor license may be issued to an equity club (such as a country club), a fraternal club (mutual benefit or patriotic association that is organized under a lodge system), a dining club that maintains at least 50 % of its sales from food along with dining facilities or a social club (social drinking club that does less than 50% of its business from the sale of food). Effective July 1, 2011, dining clubs must maintain at least 60% of their overall sales in food sales except that any dining club that was licensed on or before June 30, 2011 may maintain 50% food sales until July 1, 2012, but must then maintain 60%. Expensive wines in excess of \$250 per bottle are not included in calculating the food to alcohol ratio.

Requirements for membership are only applicable to equity and fraternal clubs. Qualifications for membership are set in the club's bylaws or house rules, however a member must be an individual who is 21 year of age or older.

Dining and social clubs are open to the public but the club licensee may choose to restrict access to only those on a list and/or pay a fee.

Clubs must sell and serve beverage alcohol in the following manner:

- **Liquor, wine and heavy beer Sales:** The primary liquor in a mixed drink may only be dispensed from any sized bottle, but only in 1.5 ounce quantities through a department-approved, calibrated, metered dispensing system or device. No more than 2.5 ounce of spirituous liquor in a mixed drink may be served at one time.
- **Wine Sales:** Wine may be served by the glass in quantities not exceeding 5 ounces per glass. Wine may be poured by the glass from any sized bottle not exceeding 1.5 liters to a table of 4 or more. Wine may also be served to tables of four or less old by the bottle in sizes not exceeding 750 ml.
- **Beer Sales:** Beer may be served in any size container not exceeding 2 liters and on draft. Beer may be sold by the pitcher (up to 2 liters) to two or more

patrons, but may be sold to an individual patron only in a container that does not exceed one liter.

Each club patron may have no more than two alcoholic beverages of any kind at a time before the patron. But if those two drinks are spirituous drinks, one may not consist of a shot-on-the-side known as "side car" of the same primary liquor that's in the first drink. The two drinks can not contain a total of more than 2.5 ounces of spirituous liquor at a time before the patron. The licensee, employee or manager of a private club may not by an alcoholic beverage for a customer.

Clubs must remain open an extra hour after alcohol sales and service have ended to allow a patron to finish consuming any single drink purchased before sales ended. Clubs do not need to remain open after all patrons have vacated the premises, or during an emergency. Consumption of alcohol in clubs is prohibited between the hours of 2:00 a.m. and 10:00 a.m.

A club may charge reasonable amounts for set-ups, mixers, and wine services as set in the club's house rules. Mixed drinks and wine may not be sold at a discount at any time.

Consumption hours are set by local governing authority (city, county, and town) and may vary from legal selling hours.

Unless prohibited by club bylaws or house rules, persons under 21 years of age may enter private clubs, but may not purchase, possess, or consume beverage alcohol. Any employee handling beverage alcohol must be 21 years of age or older, and wear a unique identification badge showing the employee's first name, initials, or a number assigned by the employer. Employees may not consume beverage alcohol or be under the influence of beverage alcohol while on duty.

Utah Permits

Single Event Permits

Single event permits may be issued to a bona fide corporation, partnerships, church, limited liability company, political organization, or incorporated association, or to a recognized subordinate lodge, chapter, or other local unit thereof that is conducting a civic or community enterprise or convention. And would like to sell liquor, wine, beer or heavy beer (over 3.2%) at a temporary event. These permits provide for the legal storage, sale, service, and consumption of liquor at conventions, civic, or community enterprises at prices approved by the commission.

A single-event permit is required if:

- Direct sales of liquor are to be part of the event, such as cash bars where mixed drinks are prepared, sold, and served to paying guests of the general public or to the organization's own invited guest for the duration of event.

The basic factors pertaining to single-event permits are:

- The organization must have been in existence as a bona-fide (listings previously mentioned) organization for at least one year prior to the date of application.

- Not more than 12 permits that are valid for no longer than 3 consecutive days (72 hours) or up to 4 permits each for no longer than 5 consecutive days (120 hours) may be issued to the qualified organization in the same
- The organization may not hold or be affiliated with the holder of any other license issued by the department.
- Written consent of the local governing authority (city, town, county) must be obtained.
- No minor shall be granted a single event permit or be employed by a single event permittee to handle liquor.
- No permit will be issued to any person or business that has had any liquor license or permit revoked within the last three years.
- Applications must be made to and on file with the department by the 10th of each month. Primary liquor may be dispensed in one-ounce quantities and wine may be dispensed in quantities not to exceed 5 ounces; however, metered dispensing systems are not required.

Temporary Special Event Beer Permits

A temporary beer permit allows the sale of beer at retail for on-premise consumption at a temporary event that does not last longer than 30 days. The sale of beer under a series of permits issued to the same person may not exceed 90 days in any one calendar year.

Beer Regulation

In Utah, the retail sale of beer for off-premise consumption, such as for sale by general food stores and convenience stores, is regulated by incorporated cities and towns, and by counties in which retailer is located. These entities have the authority to license, tax, regulate (including the hours and days of sale), and prohibit the sale of beer for off-premise consumption.

State law general restrictions for off-premise beer retailers are:

- Beer may not be served in containers larger than two liters and on draft.
- A minor may not be granted a beer retailer license.
- A minor may not sell beer unless 21 years of age or older.
- Requires displaying all beer products in an "area that is visibly separate and distinct" from the area where non alcoholic beverages are displayed and to post a sign that reads: "*These beverages contain alcohol. Please read the label carefully.*"

Criminal Offenses

It is unlawful to sell, keep for sale, possess, furnish, or supply any beverage alcohol or product except as provided by Title 32A of the Utah Code (The Alcoholic Beverage Control Act).

- A person may not sell, offer to sell, supply, or furnish beverage alcohol products to an intoxicated person or a known interdicted person.
- A person who knowingly sells, offers to sell or supply, or furnishes beverage alcohol products to any person under the age of 21 is guilty of a class A misdemeanor. Other sales to minors, such as negligent sales, are class B misdemeanors.

- It is unlawful for any person under the age of 21 to purchase, possess, or consume any beverage alcohol except as otherwise provided by the Utah Code. A violation of this law is a class B misdemeanor.
- It is unlawful for any person to misrepresent his or her age, or for any other person to misrepresent the age of a minor for the purpose of purchasing or otherwise obtaining beverage alcohol for a minor. A violation of this law is a class B misdemeanor.
- A person may not permit a minor to consume any beverage alcohol on a chartered bus or limousine of which the person is the owner or operator. A violation of this law is an infraction.
- A person may not sell, purchase, possess, or otherwise furnish or supply beer to the general public for off-premise consumption in containers larger than two liters.
- It is unlawful to possess, in the State of Utah, any liquor not purchased in the state, except:
 - A person who clears United States customs when entering this country may have or possesses, for personal consumption, a maximum of two liter purchased from outside the United States.
 - A person who moves his or her personal residence to this state from outside Utah may have, for personal consumption, any liquor that was previously purchased outside of Utah, if prior to the move approval is obtained from the department and reasonable administrative fees are paid to the department for handling and affixing the official state label. A person may not be granted approval for this exception more than once.
 - A person who inherited, as part of an estate, liquor that is located outside the state and brought it into Utah after obtaining the approval from the department and paying the required administrative handling fee(s).
- It is unlawful for any person to possess any liquor unless it is in its original package and the package has the official commission label affixed to it.
- A person may not bring onto the premises of any licensed or unlicensed restaurant, airport lounge, private club on-premise beer retailer licensee, or any establishment open to the general public, any beverage alcohol for on-premise consumption except:
 - A person may, at the discretion of the proprietor, bring cork-finished wines onto the premises of any restaurant liquor licensee or private club liquor licensee for consumption on the premises.
 - A passenger of a limousine may bring onto, have, and consume any beverage alcohol on the limousine if the travel begins and ends at the residence, hotel, or temporary domicile of the passenger; and the driver of the limousine is separated from the passengers by partition or other means approved by the department.
 - A passenger of a chartered bus may bring onto, have, and consume any beverage alcohol on the bus if the travel begins and ends at the residence, hotel, or temporary domicile of the passenger; and the bus

has a nondrinking designee (other than the driver) to monitor consumption. If the bus drops off passengers at locations from which they depart in private vehicles, then consumption on the bus may only take place during travel to a specified destination and not during travel back to the place where travel began.

- A person may bring onto any premises, have, and consume any beverage alcohol at a privately hosted event that is not open to the general public. (A privately hosted event is defined as a specified social, business, or recreational event for which an entire room, area, or hall has been leased or rented in advance by an identifiable group. The function must be limited in attendance to people who have been specifically designated to attend and the seating arrangements for the function, if any, are under control of the sponsor of the function. Privately hosted events or private social functions do not include events or functions to which the general public is invited, whether for an admission price or not.)
- A person may not permit anyone to become intoxicated, or any intoxicated person to consume any beverage alcohol on any premises of which the person is the owner, tenant or occupant, or in any chartered bus or limousine of which the person is the owner or operator.
- A person may not consume liquor in a public building, park, or stadium.
- A person may not possess or use firearms in the pursuit of any kind of wildlife while under the influence of narcotic drugs or beverage alcohol.
- A person may not operate any recreational vehicle, such as a snowmobile, boat, vessel, water skis, or aquaplane, while under the influence of narcotic drugs or beverage alcohol.

Local Industry Representatives

A local industry representative is anyone who is compensated by any means for representing or selling the distilled spirits, wine, or heavy beer of a manufacturer, supplier, or importer. Local industry representatives must be licensed by the state.

Representatives may assist the department in ordering, shipping, and delivering merchandise. They may not provide new product notification, listing and de-listing information, price quotations, product sales analysis, shelf management, or educational seminars for the purpose of acquiring new listings. Representatives may not sell or ship liquor, wine, or heavy beer to anyone within the state other than the department and military installations, and may not solicit or canvass for orders from any retailer or anyone else in the state.

Representatives may call on retailers licensed by the commission, such as private clubs and restaurants, permittees (single event and special use permittees), and package agents and provide them with informational material concerning the products they carry. Representatives may provide to private clubs, airport lounges, public service permittees, and single event permittees:

- Inside advertising signs such as posters and point-of-sale advertising matter, such as table tents and menu clip-ons, if displayed so as not to be visible off the retailer's premises.

- Advertising specialties used by retailers on the premises, such as trays coasters, mats, menu cards, meal checks, paper napkins, cork screws, thermometers, clocks: and calendars.
- Glassware bearing advertising if sold at a price not less than cost and the price is collected within 30 days.

Representatives may provide to clubs, restaurants, airport lounges, public service permittees, and single event permittees:

- Trade literature.
- Recipes.
- Brochures.
- Wine lists and wine menus.
- Beer and wine tapping accessories and coil-cleaning services.

Wine tapping accessories must be sold at a price not less than the cost to the industry member, and the price must be collected within 30 days of the sale date. Product displays such as wine racks, bins, barrels, casks, and shelving may be provided to the department, package agencies, private club, airport lounge, public service permittee, and single event permittee to the extent allowed by federal law for display inside the premises.

Use of product samples in Utah is also restricted. Samples may only be shipped to the department for tasting and analysis by the department or for tasting and analysis by local industry representatives at the department only under controlled conditions. Samples may also be shipped to the department for use in department-conducted trade shows which are attended by liquor, wine, and heavy beer retailers licensed by the department. These shows are intended to allow licensed retailers to sample and test products to help them determine which products they want to carry.

Representatives may provide or participate in educational seminars involving the department, licensed retailers, holders of educational or scientific special use permits, or other industry members regarding such topics as merchandising and product knowledge.

Representatives may attend and participate in retailer association activities, rent display booth space, pay for advertisements in programs and brochures distributed at a retailer convention or trade show (to the extent allowed by federal law), and provide their own hospitality independent from association-sponsored activities. However, they may only display their actual products at trade shows conducted by the department.

Representatives may contribute to charitable, civic, religious, fraternal, educational, or community activities. These contributions may not be given to influence a retailer in the selection of beverage alcohol products which might be sold at these activities and events.

However, industry members and their local representatives may not give away any of their beverage alcohol products. This does not preclude an industry member from serving its beverage alcohol products to others at private social functions hosted by the industry member in the member's home or elsewhere as long as the product is not served as part of a promotion of its products, or as a subterfuge to provide samples to others for product testing, analysis, or sampling purposes.

Industry members and their local representatives may not:

- Engage in any advertisement or promotional scheme that requires the purchase or sale of a beverage or consumption of beverage alcohol in order to participate in any promotion, program, or other activity.
- Pay, give, or deliver to any person any money or other thing of value, including rebates, refunds, or prizes based on the purchase, display, use, sale, or consumption of beverage alcohol.
- Sponsor or underwrite any athletic, theatrical, scholastic, artistic, or scientific event that involves the display of drinking scenes, overtly promotes consumption, offers beverage alcohol products to the general public without charge, or takes place on the premises of a school, college, university, or other educational institution.
- Induce a retailer to purchase their products from the department to the exclusion of products sold by competitors by commercial bribery, or by offering or giving a bonus, premium, compensation, or other thing of value to any officer, employee, or representative of the wholesaler or retailer.
- Use billboards to advertise liquors.

Section 2 – Recognizing and Preventing Intoxication

What Is Alcohol?

The American Heritage Dictionary says that alcohol is "a colorless volatile flammable liquid, synthesized or obtained by fermentation of sugars and starches and widely used, either pure or denatured, as a solvent, in drugs, cleaning solutions, explosives, and intoxicating beverages." Ethanol is used in beverage alcohol.

Alcohol: The Drug

Alcohol is a depressant and like any other drug, it affects the body and human behavior. Unlike other drugs, however, alcohol has calories. The calories are empty calories for the most part, but they do give the body energy and can contribute to the behaviors outlined later in this supplement.

Alcohol's Path through the Body

Once alcohol has been absorbed into the bloodstream, it travels through the body until it is metabolized or otherwise excreted. A very small amount of alcohol may leave the body before it is metabolized through sweat or urine, but this accounts for only up to 5 percent of consumed alcohol; the rest is metabolized by the liver. The liver can only metabolize one ounce of alcohol per hour.

Digestive Factors

Alcohol passes quickly into the bloodstream and does not require digestion. Food consumption also plays a major role in determining some of alcohol's effects and the severity of those effects on the body.

Carbonation-sparkling wines, champagnes, can hasten the effects of alcohol on the body and drinks mixed with carbonated sodas can speed up the time in which a person feels alcohol's effects.

Blood alcohol content (BAC) is a way to determine the effects alcohol has on the body. It is somewhat of a relative scaling technique when other factors are taken into consideration, such as tolerance, period of time over which the BAC was reached, and the amount of time since the last drink was consumed. It is important to note that alcohol's effects on the body at a given BAC will be more extreme when the BAC is rising than when it is falling.

As the body becomes accustomed to alcohol, the way that it metabolizes alcohol and the effects that alcohol has on behavior will change. As tolerance increases, a person requires more alcohol in their system to feel the same effects that he or she once felt when consuming smaller amounts of alcohol.

Alcohol's Effects on the Body

The consumption of alcohol inhibits the brain's functions and the body's motor skills. These effects can vary with a person's body size and beverage alcohol tolerance, but one thing holds true for everyone-the greater the amount of alcohol consumed, the more exaggerated the effects.

Health

For most healthy individuals, the occasional drink does not present any particular health risks. If the consumption of beverage alcohol becomes excessive, however, some negative health effects can result. When consumed in excess, alcohol can irritate the stomach lining and cause pain or bleeding. When beverage alcohol

consumption becomes chronic, cirrhosis of the liver can result. This is when scars replace destroyed liver cells. When this happens, the liver is no longer able to remove toxic substances from the body.

Alcohol's Effects on Behavior

Alcohol affects people's behaviors in different ways. Some individuals become depressed; others become very friendly and talkative, while other individuals become loud and obnoxious. Coordination is also affected. This can be observed in the staggering or clumsiness of an intoxicated person.

Factors that Influence Alcohol's Effects

Food and Digestion

Alcohol's effects on the body are not as marked when there is food in the digestive system. Food absorbs alcohol therefore slowing alcohol's absorption into the bloodstream. Foods that are high in protein, such as meat, nuts, and cheese, are especially effective in slowing alcohol's absorption.

Weight, Physical Fitness, and Gender

The below guidelines do not take food into account (people will have food in their stomachs since it is a Utah state law under a restaurant's license). The guidelines also do not take into account alcohol tolerance. It is important to remember that these guidelines are just guidelines and that all related factors need to be combined to effectively determine the number of drinks that an individual may have in his or her system before he or she reaches the legal level of intoxication.

In a male-versus-female comparison, given relative weights and physical fitness determinants, a man may have more alcohol in his system before he reaches intoxication.

Number of Drinks in the System before Reaching Intoxication:

| Men | | Women | |
|-------------------------|----------|-------------------------|----------|
| Small (up to 130 lbs.) | 3 drinks | Small (up to 105 lbs.) | 2 drinks |
| Medium (up to 160 lbs.) | 3 drinks | Medium (up to 135 lbs.) | 3 drinks |
| Large (over 160 lbs.) | 4 drinks | Large (over 135 lbs.) | 3 drinks |

State of Mind

The reasons why people drink beverage alcohol can also make a difference in how alcohol affects the body. People drink to socialize, celebrate, and cope with depression; because of habit or peer pressure; because they enjoy the effects, enjoy the taste, are thirsty, or perhaps because they feel that they need to alter their state of consciousness. All of these can be valid reasons in the mind of the drinker.

Tolerance

Tolerance can be a factor in how alcohol affects the body. A first-time drinker's tolerance may be low and an experienced drinker may be able to exceed the recommended number of drinks for his or her size without becoming intoxicated. It is very important for a server to count every drink and pay attention to a guest's behavior to determine if he or she is becoming intoxicated. Such determinations

should be used to make intelligent decisions as to whether a guest should be served more beverage alcohol.

Beverage Alcohol Used in Combination with Other Drugs

When beverage alcohol is used in combination with other drugs, the effects may be minor but they may also be fatal. The presence of alcohol in the stomach makes it very sensitive to aspirin. Beverage alcohol combined with barbiturates can cause respiratory failure resulting in death. Another problem can be complications of diabetes control for insulin users.

Time

Time is a key factor in determining how alcohol will affect the body. The liver can only metabolize one ounce of alcohol per hour. This does not vary with body size or gender. Figuring out the number of drinks a guest has in his or her system is relatively easy. Simply count how many drinks the guest has had and subtract the number of hours that it has taken him or her to consume the drinks. The number you come up with will be the number of drinks in the guest’s system.

Recognizing Drinking Levels

Behavioral Signs and Indications of Impairment

Paying attention to behavioral signs is important during all stages of beverage alcohol service. As an individual enters the establishment, watch for signs that indicate if a person is under the influence of drugs or if he or she is intoxicated. Signs can include clumsiness, lack of coordination, loud or unruly behavior, and the scent of beverage alcohol. If a person displays such signs upon entering the establishment, that person is a high-risk guest and probably should not be served beverage alcohol.

Classification of Behavioral Signs

Behavioral signs change as an individual becomes intoxicated. The following chart is a guideline to help determine a guest’s BAC.

| Drinks per Hour | Behavioral Signs | Probable BAC |
|--|---|---------------------|
| 1 | Physical relaxation | 0.025 |
| 2 | Decrease in fine motor skills | 0.050 |
| 3 | Talkative, outgoing, loss of good judgment, drinks more quickly | 0.075 |
| ***LEGAL BORDERLINE OF INTOXICATION*** | | |
| 4 | Clumsy, loud, moody, serious loss of judgment and coordination, glassy eyed, may spill drinks | 0.10 |
| 5 | Uncoordinated, argumentative, lapses in short-term memory, may vomit | 0.125 |
| 6 | Very uncoordinated, holds onto objects for balance, serious memory loss | 0.150 |
| 7 | Impairment of all physical and mental faculties | 0.175 |

Defining Intoxication

Intoxication can be broken down into two categories: obvious intoxication and legal intoxication. Obvious intoxication can be defined as the point at which motor skills and speech are impaired. Other symptoms may include glassy or red eyes or loud behavior. Legal intoxication can be defined as a BAC of 0.08 or greater (in the State of Utah). This holds true regardless of the apparent condition of the individual. It is important to differentiate these two since one person may not show signs of intoxication when his or her BAC is over 0.08.

Techniques to Help Control Beverage Alcohol Consumption

Use of a Classification System

Using the BAC Chart available in the Resources section of the online course will help you determine the BAC that an individual has reached. Another way this classification system can help is when an individual already has alcohol in his or her system, but does not show any signs upon entering the establishment. If this is the case and you serve the guest as if he or she has had no previous beverage alcohol, they may leave the establishment with a BAC above the legal limit, placing you in a situation of potential legal liability. For this reason, you should never be shy about following intervention techniques when you feel that a person is reaching a state of intoxication, even if the number of drinks he or she has consumed while under your service supervision would not seem to be enough to cause intoxication. Remember, you are in control.

Use of Beverage Alcohol Facts

Knowing as much as possible about beverage alcohol - its heritage, religious uses, social impacts, rituals, customs, effects, uses, and abuses can help you more properly serve your guests. Being able to share helpful and fun information with a guest concerning the beverage that he or she is drinking will help you provide your guest with the best possible service while helping them stay within the drinking policies and laws that have been established by the State of Utah and the establishment you work for.

Continuity of Service

Maintaining continuity in service can help a server control a guest's beverage alcohol consumption. If service is good, a guest will put more stock in what a server tells him or her. If a guest feels confidence in the server when the server needs to slow down service or offer a nonalcoholic drink, the guest will be more likely to cooperate and feel good about the server's suggestion. On the other hand, if good service has not been continuous, the guest may feel that he or she is not getting what he or she came to the restaurant for. Such feelings can only lead to a confrontation between the guest and the server when the server enforces house rules or personal service decisions concerning beverage alcohol service.

If good service is continuous, a server has more opportunities to provide food and drinks, such as appetizers, deserts, soups, salads, sodas, nonalcoholic beverages, specialty drinks, and mineral waters, to fill up the guest so that beverage alcohol consumption remains safe. Allowing you to pace the beverage alcohol consumption of a guest makes maintaining house policies and upholding the law easier and more enjoyable for everyone. Reliable, friendly, gracious, and continuous service will be your best preparation in avoiding beverage alcohol-related confrontations with your guests.

Drink Counting

Drink counting is necessary to keep track of a guest's beverage alcohol consumption. Company policies should be set forth that outline the method by which drink counting will take place.

Drink counting is important for a number of reasons. It allows a server to know exactly who has consumed what during the evening. It provides a means for servers to show that they are staying within the guidelines set by the establishment and by the state in the event that their judgment is called into question. Counting drinks also assures that all drinks have been paid for.

Intervention Techniques

The techniques discussed in this section are all good ways of helping a guest stay within the consumption policies of the establishment and the state. Different techniques will be effective in different situations, depending on the guest and other factors related to each situation:

- **Slowing Down Service:** If a guest's beverage alcohol consumption will cause him or her to become legally intoxicated, it is the responsibility of the server to pace the guest's consumption so that the guest does not become intoxicated. Slowing down service does not mean offering inferior or poor service, but rather paced service. By using the information that has been discussed in this training program, figure out how many drinks a guest should be able to handle, determine whether or not he or she already has noticeable levels of alcohol in his or her system, and then serve him or her responsibly. If the establishment you work for has established per-guest maximums for beverage alcohol consumption, you should make sure that if a guest drinks the maximum amount it will not make him or her intoxicated. Simply staying within the house policy for maximum consumption does not alleviate your legal liability.
- **Offering Food or Non-Alcohol Beverages:** Food in the stomach slows the effects of alcohol by absorbing it before it is absorbed into the bloodstream. Consumption of food with beverage alcohol can increase the number of drinks that a person can have in his or her system before reaching a given BAC. Therefore, offering additional food to a guest will do two things to help them stay within a safe BAC level: 1) it will cause them to be fuller and therefore have less of a desire to drink more, and 2) it will cause the alcohol that is consumed to act more slowly upon the body. Nonalcoholic beverages can satisfy a guest's thirst without putting additional alcohol in the person's system. Suggestive selling of nonalcoholic drinks will help you maintain the level of service that your guest expects without putting you in a position of legal liability.
- **Serving Water with Drinks Serving:** Water with beverage alcohol will do the same thing as serving other nonalcoholic drinks. If a guest does not want to spend additional money on other drinks, water is a good alternative. If money is not an issue and the guest would like water, you may want to offer specialty or sparkling waters that are available. Once again, this shows your concern for offering the best service and widest array of options to your guest and will help you maintain the status of a knowledgeable server.
- **Not Encouraging Reorders:** When a guest is coming close to his or her limit (whether that is obvious intoxication, legal intoxication, or a drink limit set by the establishment), it is important to be careful not to encourage reorders. If you feel that the guest would enjoy something more to drink, offer

nonalcoholic beverages. Also remember that in the State of Utah you may not encourage the consumption of beverage alcohol through suggestive selling.

Facts about Beverage Alcohol

- 200,000 deaths occur each year due, at least in part, to beverage alcohol consumption, beverage alcohol misuse, beverage alcohol abuse, and alcoholism.
- As many as 44 percent of civilian plane crashes involve beverage alcohol.
- As many as 83 percent of drowning victims show BACs above the legal limit.
- Forty-four percent of all fatal boating accidents involve beverage alcohol.
- In 1983, 64 percent of all drivers killed in single car crashes, 55 percent of drivers involved in fatal pedestrian/automobile accidents, and 22 percent of drivers killed in multiple-vehicle crashes had BAC levels of 0.09 or higher at the time of the accident.
- Seventy-seven percent of fatal home accidents involve beverage alcohol. Some accidents include falls off ladders, falls down stairs, and electrocutions.
- Seventy percent of all fatal falls are linked to beverage alcohol.
- As many as 82 percent of fire deaths are related to beverage alcohol.
- Forty percent of fatal industrial accidents are linked to beverage alcohol use.
- Sixty-five percent of murders, 40 percent of assaults, 35 percent of rapes, 30 percent of other sex crimes, and 60 percent of child abuse incidents involve beverage alcohol.
- At least 30 percent of suicides involve beverage alcohol.

Alcoholism

The National Council on Alcoholism reports that, "Over 100,000,000 Americans over the age of 15 consume beverage alcohol. Of those consumers, 10,000,000 are alcoholics."

The Cost of Beverage Alcohol Abuse

The National Institute of Alcohol Abuse and Alcoholism computes the cost of alcohol in terms of lost production, health and medical care, motor vehicle accidents, violent crime, social responses (counseling, etc.), and fire losses at \$42,750,000 each year in the United States.

Consumption Ratios*

| Percent of US Adult Population | Level of Consumption | Percent of Total Beverage Alcohol Sales in US |
|---------------------------------------|-----------------------------|--|
| 5% | Very Heavy | 49% |
| 6% | Heavy | 18% |
| 22% | Moderate | 26% |
| 32% | Light | 7% |

Approximately 35% of the adult population in the U.S. abstains from the use of beverage alcohol.

*These percentages are estimates based on statistics gathered from various sources.

Section 3 – Checking Identification

Dealing with Minors

If a minor tries to purchase beverage alcohol and is, of course, turned down, the server should handle the situation in a professional and courteous manner. State laws prohibit the sale of beverage alcohol to minors, but there are alternatives to consider. A competent server will suggest nonalcoholic beverages that are similar to the beverage alcohol that was requested. If minor guests become difficult because they are not served beverage alcohol, they should be dealt with in the same considerate way that adults are dealt with. The way you handle them now can determine their future patronage of your establishment.

Age Identification

Look for physical and behavioral characteristics that would indicate that an individual is underage. Some physical characteristics can include style of clothing, beards on young men, girlish nail polish on young women, acne, and "peach fuzz" facial hair. Behavioral characteristics can include nervousness, trying to make the voice deep, acting older than appearance would dictate, avoiding eye contact, defensiveness, ordering with a group of people who are obviously of legal age, and not knowing drink types or prices.

Checking ID

When checking identification, remember to act in a professional, hospitable manner. Do not do anything that would make an individual feel put down or unnecessarily uncomfortable. When action is necessary, be calm yet firm. Let the individual know that if you allow them to illegally drink, your position with the establishment and with state authorities will be in jeopardy. Most people will respect this approach. Check the following items on a driver's license or state ID:

- The photograph on the ID should be that of the person presenting the ID.
- The lamination on the ID should not be excessively worn or show signs of having been tampered with.
- The color of the background in the photo should be consistent with all other licenses and ID cards.
- The seal and public safety authority's signature should overlap the photo and the information section of the ID.
- The guest's signature should be legible and match a signature that they are able to produce, if needed.
- The descriptions of height, weight, hair color, and eye color on the ID should match those of the individual.
- All printing on the ID should be the same. Check names, expiration dates, and birthdates.

If you suspect that a driver's license or state ID has been tampered with, follow through by discussing it with the manager. If an out-of-state ID is presented, look for the same things that you would look for on an in-state ID. If an ID-checking guide is available, consult it.

Besides driver's licenses and state-issued ID cards, a valid military ID or passport also acts as a form of positive identification. These are the only forms of acceptable ID. If you accept anything else, you are placing yourself in a position of potential liability. As with driver's licenses and state ID cards, carefully check the photos and information on the military IDs and passports to see that they have not been

tampered with and that the person presenting the to you matches the descriptions on the identification.

Remember that you are in control of the situation and that you have the final right to refuse service if you do not feel that a person is truly over 21. Do not take chances. Leave the burden of proof in the hands of the guest.

Section 4 – Handling Difficult Situations

Cutting off Service

At times, you may have a guest who comes into the establishment intoxicated or who has reached a drink limit set by the establishment. At these times it will become necessary to discontinue beverage alcohol service. If you have maintained good service throughout the guest's meal and have kept the guest informed of any information that he or she should be aware of, such as what the house drink limit is, you should not have a problem in discontinuing beverage alcohol service. If the guest does raise objections, you may want to take a moment to explain your reason for discontinuing beverage alcohol service. Letting the guest know that you have discontinued service because you care about him or her may also be appropriate. Most people do not want to get others into trouble, so if no other technique works, you may want to let the guest know about your legal liabilities and the possibility of you losing your job if you act outside of house policies. If you continue to have a problem, you will probably want to get the manager involved. Remember, however, that you should not get into a difficult situation if you responsibly serve beverage alcohol. Maintaining a responsible attitude from the moment you walk through the front door will be your best assurance that you will not enter into any uncomfortable confrontations.

Dealing with the Problem Guest

Regardless of how perfect your service is, how wonderful the food is, and how much a guest enjoys the beverage alcohol, you will occasionally encounter a guest who becomes a problem as he or she becomes intoxicated. When a guest becomes unruly or loud and distracts other guests, it is important to remember that the guest needs to receive the same respect that everyone else receives. The way in which a guest is treated at a time like this is crucial. It is advisable to involve management in any situation involving a difficult guest. Decisions need to be made as to what would be in the best interest of the guest as well as the other guests in the restaurant. It may be best to work with the guest, and it may be best to excuse the guest from the premises in order to keep other guests comfortable. This is a touchy decision and should be approached with caution. If the guest has consumed beverage alcohol on your premises, your liability is increased and careful consideration should be given to how and if the guest is allowed to leave the premises.

Beverage Alcohol and the Road

On a weekend night in Utah, as many as one out of ten drivers on the road is legally intoxicated (BAC of 0.08 or greater). Between 2:00 a.m. and 6:00 a.m., the ratio can increase to one out of four.

DUI Offenders

When caught, 51.8 percent of first-time DUI offenders said that they had been drinking at a licensed restaurant or bar. Seventy percent of them became intoxicated by drinking beer.

Beverage Alcohol and Driving

It is unlawful to drive or be in physical control of a vehicle while under the influence of beverage alcohol when the BAC is 0.08 or above.

- Anyone who operates a motor vehicle is considered to have given his or her consent to submit to a chemical test or tests of his or her breath, blood, or urine if he or she is arrested for operating a vehicle under the influence of beverage alcohol.
- Anyone who refuses to submit to a chemical test after having been arrested for operating a vehicle under the influence of beverage alcohol may have his or her driver's license revoked for 18 months.
- A person may not drink any beverage alcohol while operating a motor vehicle or while a passenger in a motor vehicle, whether the vehicle is moving, stopped, or parked on any highway.
- A person may not keep, carry, possess, transport, or allow another to keep, carry, possess, or transport in the passenger compartment of a motor vehicle any container which contains any beverage alcohol if the container has been opened, its seal broken, or the contents of the container partially consumed.

* The provisions above do not apply to passengers in the living quarters of a motor home or camper or to passengers who have carried their own beverage alcohol onto a limousine or chartered bus.

Getting the Guest Safely Home

Ask the Guest to Arrange Alternate Transportation

If you follow the techniques outlined in your training, guests should not be leaving the establishment intoxicated. If a guest becomes intoxicated and can not operate a vehicle, you should confront the guest and work with him or her in arranging for alternate transportation. If the guest is willing to take care of the arrangements by himself or herself, let the guest do it. It is best if he or she can take this responsibility. If it is not possible for the guest to take care of the arrangements, take steps to make sure that the guest does not illegally operate a vehicle.

Call a Taxi for Transportation Service

If a guest feels that he or she has control of the situation, the guest is more likely to cooperate. Helping the guest call for taxi service is probably the easiest way to help the guest home. Assure the guest that his or her vehicle will be safe until he or she can return for it and then take steps to see that the vehicle is protected. When the guest becomes sober and realizes what extent you have gone to help him or her remain safe, the guest will most likely appreciate your genuine concern.

Accommodations for the Night

If the guest is impaired badly enough that he or she is not able to tell you where to send him or her in a taxi, or if you are not sure that the guest would be safe once at home, you may want to consider personally seeing that the guest has accommodations for the night. Once again, chances are good that when the guest becomes sober he or she will appreciate your genuine concern. In the case that you do arrange for accommodations for a guest, make sure that the company is ready to cover the bill in the event that the guest can not pay in the morning.

Telephone the Police

Even when you have tried to do everything you can to provide responsible service and to work with a guest who has become intoxicated, there may be a time when a guest is completely unwilling to work with you. If an intoxicated guest insists that he or she is fine and is going to drive, your best defense is to call the police. If the police are made aware of the situation, including receiving a description of the vehicle, your liability as a server may be reduced. This is a last resort, however, and should only be used after you and the management have taken every responsible action that you can to work with this guest.

Management and Co-Workers' Support

Upholding house policies and state laws can be easily accomplished if the management team and co-workers support each other at all times. The biggest problems that can arise between a guest and an establishment can be the direct result of inconsistency of information from different employees. If a server has made a decision concerning beverage alcohol service to a guest based on the information that has been presented in this training program, the worst thing that can happen is for that server's decision not to be upheld. If the decision is not upheld, the guest feels that the server is not as interested in him or her as another server or manager might be, the server feels that he or she is not in control, and it becomes apparent that the manager makes inconsistent decisions. If a server makes a call that the manager or another server does not agree with, the situation should be discussed between the servers and the manager. The server should always be in control.

The only situations that should not be handled in this way are ones that would put the establishment at legal risk. In such cases, the manager needs to handle the situation in the interest of the establishment. Such cases should be rare. If a server is not handling beverage alcohol service in a responsible enough manner, that server should probably not be serving beverage alcohol.

Name: _____ Date: _____

UTAH ALCOHOL TRAINING AND EDUCATION SEMINAR TEST

(each question has only one correct answer)

1. Utah law categorizes alcoholic beverages into two categories, "liquor" and "beer". Which of the following statements are true?
 - a. Liquor means wine, flavored malt beverages, distilled spirits, and beer that is over 3.2% alcohol by weight.
 - b. Beer means beer that is 3.2% or less alcohol by weight.
 - c. a & b.
 - d. None of the above.

2. The legal drinking age in Utah is:
 - a. 18 for 3.2% beer only
 - b. 19 for beer and wine only
 - c. 21 for any and all alcoholic beverages

3. Which of the following is NOT a legal method of possessing liquor in Utah:
 - a. you brought two liters in through U.S. Customs
 - b. you obtained approval and brought it into Utah when you moved here from out of state and paid an administrative handling fee that the DABC requires
 - c. you bought a case of wine in Nevada and drove it back to your home in Utah, called the DABC and said you wanted to pay the taxes on it.
 - d. you inherited a wine collection from a relative in California and shipped it into Utah after obtaining the approval from the DABC and paying the required administrative handling fee.

4. It is unlawful to possess or transport in the passenger compartment of a motor vehicle, any opened container of:
 - a. Red Bull
 - b. Mountain Dew
 - c. Potato Chips
 - d. Alcoholic Beverages

5. If a person or organization that sells or provides any alcoholic beverage to a person who is apparently under the influence of intoxicating beverages or products or drugs, and causes the intoxication of that person, then the organization or person who sold or provided the alcoholic beverage may be liable for injuries to persons or property resulting from the intoxication.

This is a provision of:

 - a. The U.S. Constitution
 - b. The Utah Criminal Code
 - c. Utah's Dram Shop Law
 - d. The Bill of Rights

6. The **primary** spirituous liquor in a drink may not exceed:
 - a. 1.5 ounces
 - b. 2 ounces
 - c. 2.5 ounces
 - d. 2.75 ounces
 - e. 3 ounces

7. *Allowable hours of sale of **beer** in an establishment licensed as an on-premise beer retailer are:*
 - a. *the same as for off-premise sale*
 - b. *10 a.m. to 1 a.m.*
 - c. *7 a.m. to 2 a.m. (May 1 to October 31)*
 - d. *7 a.m. to 1 a.m. (November 1 to April 30)*
 - e. *c & d*

8. An employer may not sanction or terminate an employee as a result of the employee having exercised his/her independent judgment to refuse to sell alcoholic beverages to any person the employee considers to be intoxicated, or under the age of 21 years.
a. True b. False
9. Wine by the glass may be sold in quantities not exceeding:
a. 3 ounces
b. 4 ounces
c. 5 ounces
d. 6 ounces
10. *The conditions that apply to the sale of wine in Full Service and Limited Restaurants are:*
a. *in connection with an order for food prepared, sold, and served at the restaurant*
b. *by the glass or bottle*
c. *from 11:30 a.m. to midnight*
d. *a and c*
e. *a, b, and c*
11. Under Utah Law, it is unlawful to drive or be in physical control of a vehicle when the **blood or breath alcohol concentration (BAC) is _____ grams or greater:**
a. zero
b. .08%
c. .02%
d. higher than your date's
12. It is unlawful to sell alcoholic beverages to someone who is intoxicated:
a. True
b. False
13. Any **person** who is employed to sell or furnish alcoholic beverages to the public for consumption on the premises must:
a. complete the Utah alcohol training and education seminar
b. be 21 years of age or older
c. be related to the owner or manager of the premises
d. Have a personal state liquor license
e. a & b
f. a, b, & d
14. *Can an employee or manager of a retail licensee buy an alcoholic beverage for a customer?*
a. Yes b. No
15. The **total** amount of spirituous liquor in a mixed drink (primary and flavorings) may not exceed:
a. 1 ounce b. 2 ounces c. 2.5 ounces d. 2.75 ounces e. 3 ounces
16. A club licensee **may** sell liquor, wine, heavy beer and beer from
a. 10 am to midnight
b. 10 am to 1 am
c. 7 am to midnight
d. out of the back door only
17. What form(s) of ID is NOT an official "proof of age" for the purchase of alcoholic beverages in Utah?
a. Valid driver license
b. Valid official state ID card
c. Birth certificate
d. University ID with date of birth and picture
e. Military ID with date of birth and picture
f. Valid Passport

- g. Driving Privilege Card
 - h. c, d and g
18. What is the maximum size container of beer that can be served to one person?
- a. 750 ml
 - b. 1 liter
 - c. 2 liters
 - d. no limit
 - e. 1 pint
19. *Taverns and clubs must remain open an extra hour after alcoholic beverage sales and service have ended to allow a patron to finish consuming any single drink purchased before sales ended.*
- a. True
 - b. False
20. *Consumption of alcohol beverages at all retail licensees is prohibited between the hours of:*
- a. 1 a.m. and 2 a.m.
 - b. one hour after the legal closing time for the sale of alcoholic beverage until the legal opening time.
 - c. midnight and 10 a.m.
 - d. 2 a.m. and 7 a.m.
21. *The allowable hours of sale for a **full service restaurant** to sell liquor, wine, flavored malt beverages and heavy beer; and for a **limited service restaurant** to sell wine and heavy beer is from:*
- a. 11:30 a.m. to midnight
 - b. 10 am to midnight
 - c. 7 am to midnight
 - d. all day and all of the night