

Module 5:

Course summary



Start Module



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Congratulations!

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Introduction to
RSA and the
legislation

Alcohol and its
effects

Responsible
hospitality
practices

Refusing
service

Course
summary



The last module
is the course
summary

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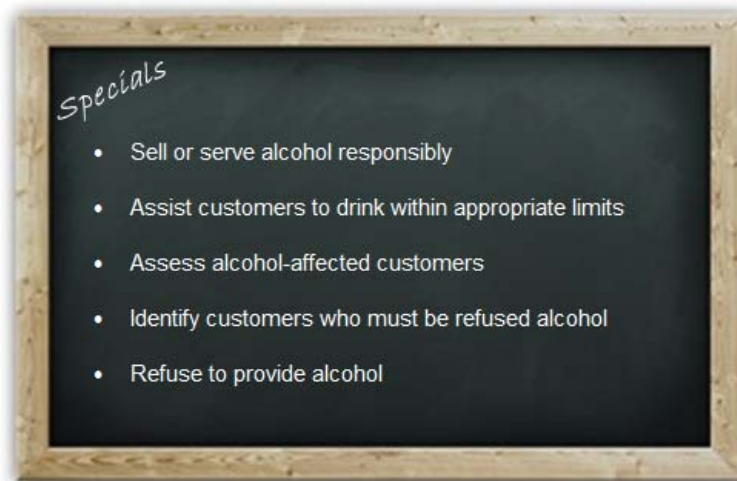
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Course learning objectives

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You should be able to:



Introduction to RSA and the legislation

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What?



Serving and supplying liquor in a responsible manner and in accordance with the law

Who?



All levels of sales personnel involved in the sale, service and promotional service of alcohol in a licensed premises



Security staff who monitor customer behaviour

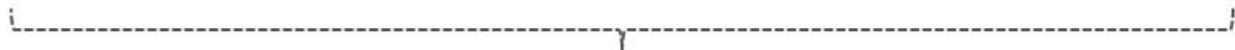


The licensee

Where?



Any workplace where alcohol is served or sold



This course is important for you!

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Alcohol and its effects

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

Monitor customers and
their behaviour

Encourage customers to drink within the
appropriate reasonable limits

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



Solve issues before they escalate
to an incident

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

Keep an eye out for potential
troublesome customers

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



Responsible hospitality practices

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



Refusing service

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T A K E C A R E



Next steps

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Final Assessments



Statement of Attainment

**SITHFAB002: Provide
Responsible Service of Alcohol**



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



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Finish »