**CUSTOMER BEHAVIOUR**

**SOBER**
- Coherent, clear speech, normal tone and volume, may be talkative
- Coordinated, balanced, standing without help or support
- Clear eyes, tidy, alert
- Behaving sensibly

**MONITOR**

**INFLUENCED**
- May be overly talkative, opinionated, stumble over words, loud, inappropriate language or comments
- Slowed or delayed reactions, swagger or occasional staggers or sways
- Vacant or blank expression, smell of alcohol on breath, may look untidy
- Overly friendly or withdrawn, inappropriate or risky actions, argumentative, fading attention, increased consumption rate

**SERVER’S ROLE**

**COMMUNICATE WITH TEAM**
- Inform your manager and team about what’s going on and anyone to keep an eye on
- Maintain communication and regularly follow up on those identified

**SLOW OR STOP ALCOHOL SERVICE**
- Talk to the customer – intervene early and tactfully
- Offer non-alcoholic drinks and food options
- Don’t offer refills – wait till they ask; be busy serving other customers
- Serve their next drink with water on the side
- If possible, use the customer’s friends to rein in their drinking

**BE ASSERTIVE, NOT AGGRESSIVE**
- Make your requirements clear and allow customers the chance to comply without losing face
- Never respond to provocation; stay calm and employ calming strategies

**INTOXICATED**
- Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical
- Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand unaided or sit straight
- Eyes glazed or bloodshot, inability to focus, tired, asleap, dishevelled
- Overly inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers

**DENY AND REMOVE**
- Slurred, difficulty forming words, loud, repetitive, loses train of thought, nonsensical
- Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand unaided or sit straight
- Eyes glazed or bloodshot, inability to focus, tired, asleap, dishevelled
- Overly inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers

**CUSTOMER BEHAVIOUR**

**MONITOR CUSTOMER CONSUMPTION**
- All staff have a role in monitoring the effect of alcohol on patrons
- Talk with the customer – this will build rapport and give insight into their condition
- Use unobtrusive monitoring techniques such as glass collection

**COMMUNICATE WITH TEAM**
- Inform your manager and team of issues so they can support an intervention
- House policy will determine who should remove the customer from the premises

**REPLACE CUSTOMER FROM PREMISES**
- Remove the audience effect
- Consider your own personal safety
- Enter the incident in the logbook
- Consider customer safety – mates or a taxi
- Customers are not allowed to remain on the premises except in a place of safety