### Intoxication Prevention Tool

#### 1. Sober Monitor

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

**Server’s Role**

**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

**Establish Clear and Consistent Standards**
- Management and staff are responsible for setting the tone of the premises
- Create a sociable, friendly atmosphere where intoxication will be out of place and unacceptable

**Identify Customer Intentions**
- Recognise that a minority of customers on your premises intend becoming intoxicated
- Identify and actively manage those who appear to be high risk
- Be aware that high-risk people include those celebrating, ordering in quick succession, and ordering shots

**Offer Low-Alcohol and Non-Alcoholic Drinks and Food Options**
- Provide a range of alternatives to alcohol
- Actively promote and encourage other products as part of the broader customer experience

#### 2. Influenced Intervene

**Customer Behaviour**
- May be overly talkative, opinionated, stumble over words, loud, inappropriate language or comments
- Slurred speech, difficulty forming words, loud, repetitive, loses train of thought, nonsensical
- Coordinated, balanced, standing without help or support
- Clear eyes, tidy, alert
- Behaving sensibly

**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

#### 3. Intoxicated Deny and Remove

**Customer Behaviour**
- 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, asleep, dishevelled
- Serious inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers

**Server’s Role**

**Communicate with Team and Manager**
- 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

**Remove 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

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**Health Promotion Agency**

**Te Hiringa Hauora**