



# Washington's Responsible Alcohol Sales Training

Selling Alcohol Responsibly  
Creating a Safe and Healthy Washington

## Training Guide for the Responsible Vendor Program

Name of Employee: \_\_\_\_\_

Name of Manager: \_\_\_\_\_

Name of Business: \_\_\_\_\_

Date of Training: \_\_\_\_\_

Location Address: \_\_\_\_\_



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## Introduction

Dear Alcohol Sales Employee:

On behalf of the Washington State Liquor and Cannabis Board, I would like to thank you for participating in the Responsible Alcohol Sales training. As a seller of alcohol products, you play an important role in creating safe communities by selling alcohol responsibly. Your informed judgment and action is crucial to preventing illegal sales.

By completing this training, you will learn to sell alcohol products responsibly by:

- Understanding liquor laws and your house polices on alcohol sales
- Only accepting legal forms of ID for age verification and knowing how to check them
- Recognizing signs of intoxication
- Refusing illegal sales
- Adopting best practices

In addition to this training, Liquor and Cannabis Board staff is available to answer any questions you might have. If you require additional help, simply contact your manager or the Responsible Vendor Program using the contact information on the following page.

The Liquor and Cannabis Board looks forward to working with you to make Washington a place where alcohol is sold, served, and consumed responsibly.

Sincerely,



Rick Garza  
WSLCB Director

## How to Use This Training Guide:

This training guide is designed to teach employees how to sell alcohol in a way that will prevent sales to minors and intoxicated persons. By following these specific practices, employees can ensure liquor is sold responsibly. Employees should study this guide with the help of management to ensure they understand their responsibility in regard to the sale of alcohol. Management must ensure employees demonstrate mastery of the material before certifying their completion of the training.

Once successfully completed, this training meets the employee training requirement for the RVP.

Before starting the training, you will need:

1. A copy of your House Policy
2. A copy of the Responsible Alcohol Sales Training Guide for you to use and keep

You can also view the Responsible Liquor Sales and Last Call video, both of which are available online at the WSLCB website.

- **Responsible Liquor Sales video:**  
[lcb.wa.gov/enforcement/responsible-sales-video](http://lcb.wa.gov/enforcement/responsible-sales-video)
- **Last Call video:**  
<https://lcb.wa.gov/licensing/last-call-video>

You may request hard copies of the videos by contacting us at [RVP@lcb.wa.gov](mailto:RVP@lcb.wa.gov).

There are periodic quizzes throughout the training guide for you to answer. The answers to these quizzes can be found on page 21.

For any questions, assistance or additional training materials, please contact the Liquor and Cannabis Board, Responsible Vendor Program.

### Responsible Vendor Program / Mandatory Alcohol Server Training Program

Washington State Liquor and Cannabis Board 1025 Union/PO Box 43098 Olympia WA 98504-3098	Website: <a href="http://lcb.wa.gov">lcb.wa.gov</a> Telephone: 360-664-1727/1728 Email to <a href="mailto:RVP@lcb.wa.gov">RVP@lcb.wa.gov</a>
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## What is the Responsible Vendor Program?

### What is the Responsible Vendor Program (RVP)?

The RVP is designed to help retailers adopt and enforce specific practices to ensure alcohol is sold responsibly, and prevents its illegal use and abuse. Participating retailers who meet and maintain the program requirements may qualify for a reduced sanction\* in the event they conduct an illegal sale.

*\*Spirits Retailer: Any spirits retailer participating in the RVP who meets and maintains all of the program requirements is eligible to conduct Spirits Samplings and receive the standard penalty instead of the double penalty (50% reduction) once in a twelve month period for an illegal sale. RVP participation is required to conduct spirits samplings.*

*\*Beer and Wine Retailer: Any beer and wine retailer participating in the RVP who meets and maintains all of the program requirements is eligible to take a deferment for a first time violation once in a 24 month period. If there are no further public safety violations within the 24 month period, the violation is dismissed.*

To become a certified RVP member retailers must meet and maintain the following requirements:

#### **Spirits Retailer:**

- Establish and enforce a house policy for alcohol handling
- Post signs deterring the illegal purchase of alcohol
- Train employees prior to selling alcohol. Provide refresher training at least once a year
- Keep training records
- Post RVP member certificate for viewing
- Have no public safety violations in the last two years

#### **Beer and Wine Retailer:**

- Establish and enforce a house policy for alcohol handling
- Post signs deterring the illegal purchase of alcohol
- Train employees at least once a year
- Maintain a responsible alcohol retail management policy
- Keep training records
- Post RVP member certificate for viewing
- Have no public safety violations in the last two years

## Facts About Alcohol

Alcohol is a factor in an average of approximately 4,700 deaths among underage youths in the United States every year.\*

Underage drinking contributes to a wide range of costly health and social problems, including motor vehicle crashes, suicides, homicides, assaults, risky sexual activity, unintentional injuries, brain impairment, academic problems, and alcohol and drug poisoning.\*

Underage drinking cost the citizens of Washington State \$1.4 billion in 2007 alone. (Centers for Disease Control and Prevention)

500,000 college students between the ages of 18 and 24 are unintentionally injured under the influence of alcohol. (Hingson et.al., 2009)

Drinking too much, including binge drinking, cost \$746 per person, or \$1.90 a drink, in the US in 2006. These costs include health care expenses, crime, and lost productivity. (Centers for Disease Control and Prevention)

From 2008 through 2012, a total of 1,047 fatal crashes involving an impaired driver occurred on Washington roadways. These crashes resulted in 1,160 impaired-driver-involved deaths, an average of 232 per year, or 49.0% of all traffic fatalities in this five-year period. Among these deaths, 40% involved an alcohol-impaired driver. (2012 Washington State Annual Collision Summary)

*\*Report to Congress on the Prevention and Reduction of Underage Drinking, U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, May 2011.*

### Alcohol is not like other products

Alcohol is a popular recreational product for many consumers, but it is also a drug that is associated with a host of harmful effects when used excessively or improperly. Alcohol sales must be treated differently than most other products.

Due to the high risk of abuse, it is important for your business to monitor alcohol sales closely. You need to be aware of its impact when used improperly, and be vigilant in not allowing minors or apparently intoxicated people to purchase it.

### Your liability

It is your responsibility to know the laws regulating the safe sale of alcohol. Ignorance of the law is not a valid defense and you will be subject to legal penalties if you conduct an illegal sale.

Illegal alcohol sales can result in fines, a criminal record, loss of employment, cancellation of the establishment's liquor license, and a possible civil lawsuit.

Ultimately your employer is responsible for your actions and may impose their own penalties.

**According to your house policy, what consequences could you face if you make an illegal sale?**

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## **Illegal Alcohol Sales Penalties**

It is illegal to sell alcohol to anyone less than 21 years of age and/or anyone who appears to be intoxicated. If you do so, you could face serious penalties.

- If you sell alcohol to a minor, you could receive a criminal citation and you may have to appear in court. You could be fined up to \$5,000 and serve up to one year in jail.
- If you sell alcohol to an apparently intoxicated person, you could receive a criminal citation and you may have to appear in court. You could be fined and face jail time.
- You could lose your job. Since your employer is ultimately responsible, they could suspend or fire you for an illegal sales violation.
- You could be sued. If someone dies or gets hurt as a result of your illegal sale, you could be sued for lost earnings, pain and suffering, medical expenses, etc.
- Your employer could be in trouble. The business could face fines or have its liquor license suspended. If the business receives four violations within two years, it could lose its liquor license permanently.

You can only sell alcohol to a person who is 21 years of age or older and who does not show obvious signs of intoxication. It is illegal for a customer showing signs of intoxication to possess, consume or purchase liquor.

### **Quiz #1:**

- 1. Can you sell a bottle of wine to a customer showing some signs of intoxication but who isn't driving?**  
Yes No
- 2. A group of young people come into the store but only one person is purchasing the alcohol because only that one person is over 21 years old. Should you sell alcohol to this person?**  
Yes No
- 3. You sold alcohol to a minor because a coworker vouched for the minor's age. Who is liable for the violation?**  
Seller (You) Co-worker



4. A person who appears to be in their 30's has forgotten their identification but still wants to purchase a six pack of beer. Would you sell them the beer without checking their ID?

Yes No

## Recognizing Alcoholic Products

The ever-changing market can make it difficult to distinguish alcoholic products from non-alcoholic products. It is important that you clearly understand which products contain alcohol, to ensure you check ID. Some of the products which may cause confusion include:

- Some flavored malt beverages - they can look like energy drinks or sodas
- Alcoholic beverages that come in pouches in a variety of sizes, some of which look very similar to children's juice drinks
- Frozen products containing alcohol that look similar to popsicles
- Pocket shots in small containers - they don't look like a typical product containing alcohol

Did you know the sale of pre-mixed alcoholic energy drinks was banned in Washington State in 2010? Combining alcohol and stimulants such as caffeine, guarana, and taurine may increase the risk of alcohol-related injury.

**Can you identify the products containing alcohol in your store? Please fill out answers on the lines below. If you need assistance, check with your manager.**

List the products containing alcohol at your business:

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Does your point of sale system alert you when scanning products that require a minimum age for purchase?

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If your system does not, what is your method of identifying products containing alcohol?

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## Checking ID: Making Legal Sales

Checking identification is an important part of ensuring legal alcohol sales. Liquor laws do not require you to check ID, but if you sell alcohol to a minor you will be violating the law. The only way to ensure the purchaser is of the legal age is to check their ID.

“Looks under 30? Check ID”

**You may choose not to accept all IDs allowed under the law, including vertical IDs. If you don't accept them all, have your employee circle the ones accepted at your premises or write them on the line below.**

### **Acceptable forms of identification**

- A driver's license, ID card, or instruction permit issued by any U.S. state, Canadian province, a US territory or the District of Columbia
- A U.S. military ID
- An official passport, passport card, NEXUS card
- A Merchant Marine ID
- A federally recognized tribal enrollment card

### **A valid ID must show:**

- Date of birth
- Signature (except U.S. military ID)
- Photo
- Expiration date (except Tribal Enrollment cards)

**Your store might not accept all ID's allowed under the law, including vertical ID's. Please check with your manager for a complete list.**

**What forms of ID does your store accept?** \_\_\_\_\_

### **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.

### **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 the signature on ID.

## Verifying an ID's unique features:

Many IDs have special features that make them hard to duplicate or copy. Washington State driver's licenses and IDs have various models and features. To be valid, ID or license must not have expired.

### Washington ID/driver's license:

1. Ghost portrait (faint photo) 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 should add up to 100. (ex: 27+73=100)
3. Printed data overlapping the ghost image
4. Foil printed tree
5. Fine line pattern on the front of the identification
6. Washington hologram and state seal repeats across the front (state seal also on back) in ultraviolet ink that will illuminate under ultraviolet light (**Not shown on example**)



### Old Washington ID/driver's license:

1. Ghost portrait (faint photo) at bottom right of card
2. WA USA in the heading
3. Printed data overlapping the ghost image
4. 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 (ex: 14+86=100)
5. Void appears if laminate is altered (do not accept this ID)



### Vertical Washington ID/driver's license:

1. Ghost portrait (faint photo) at the right of card
2. 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 (ex: 01+99=100)
3. "Age 18/21 on" at the bottom of the ghost image
4. Foil printed tree
5. Fine line pattern on the front of the identification
6. Washington state seal repeats across the front (state seal also on back) in ultraviolet ink that will illuminate under ultraviolet light. **(Not shown on example)**



## Old Vertical Washington ID/driver's license:

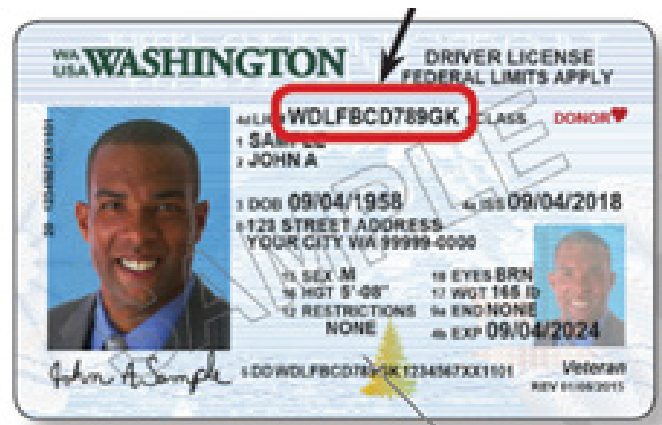
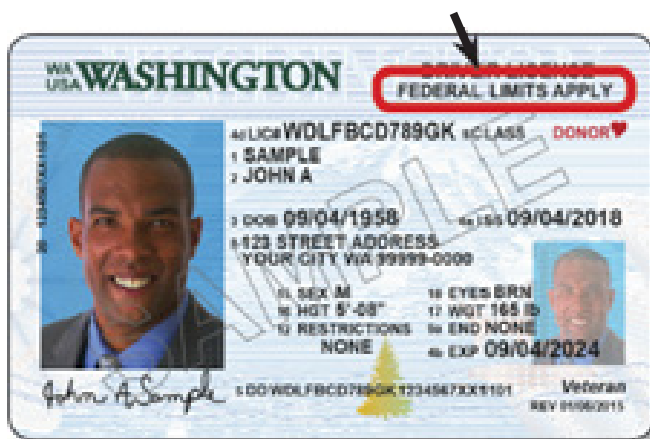
1. Ghost portrait (faint photo) at bottom right of card
2. WA USA in the heading
3. Age 18/21 ON
4. 100 rule: the first two numerals in the driver's license # + the last two digits of the date of birth should add up to 100 (ex: 06+94=100)
5. Void appears if laminate is altered (do not accept this ID) **(Not shown on example)**



Beginning July 2018, all standard drivers licenses will be marked with “FEDERAL LIMITS APPLY.” and ID’s will no longer use the “100 rule.”

The driver's license number will:

- Start with WDL
- Be randomly generated and not relate to the individual's name or birthdate
- Be 12 characters long and include a random series of letters and numbers. All characters are one of the 26 letters of the American English alphabet or numerals of zero through nine
- Not include special characters such as \* or \$



## Enhanced ID cards:

Security features for the enhanced cards are the same as the standard ID card, however enhanced cards have a United States flag on the picture.



## Temporary license:

The temporary license is a letter-size (8 1/2" 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.

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@dot.wa.gov](mailto:drivers@dot.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	01/06/1958
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	08/12/2020
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

## Vertical ID's

**It is up to the licensee whether or not to accept vertical IDs.**

### Does your business accept vertical ID's? \_\_\_\_\_

Be alert when checking a vertical ID. The customer was issued the ID when they were under 21 years of age and could look different due to aging. Check the unique features listed on the previous page, along with the "Age 21 ON..." next to the photo to verify the customer is 21 years of age or older.

If the person is not old enough, stop, refuse the sale and follow company policy.

Appearances can be deceiving. Certain features or behaviors may make it hard for you to judge a customer's age:

- Facial hair
- Makeup
- Clothing
- Nervous behavior
- Lack of eye contact
- Change of hair style/color

## Hole-punched ID

What do you do if you see a hole-punched ID?

A punched driver's license that has not expired and has not been punched through the picture, signature, date of birth or expiration date is an acceptable form of ID when purchasing alcohol. Check your house policy to ensure you are allowed to accept this ID.

### Circle the acceptable forms of ID at your business:

- |                         |                       |                           |                 |
|-------------------------|-----------------------|---------------------------|-----------------|
| Oregon driver's license | US Navy ID            | Canadian driver's license | Hole Punched ID |
| Alaska driver's license | Korean passport       | NEXUS card                | Student ID      |
| Dept. of Corrections ID | Credit card w/picture | Birth certificate         |                 |

## ID Checking Exercise

Examine the following identifications and answer the questions

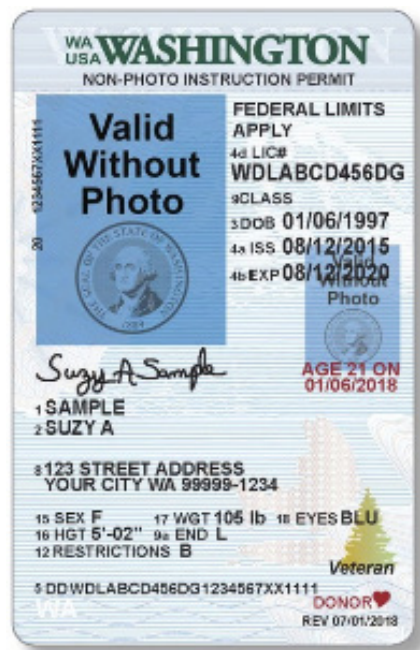


### Quiz #2:

1. What is the date of issue?
2. What is the date of birth?
3. What is the expiration date?
4. Does the 100 rule work with this ID? Y / N
5. If today is January 5, 2019, can you sell alcohol to this person? Y / N

### Quiz #4:

1. What is the date of issue?
2. What is the date of birth?
3. What is the expiration date?
4. Does the 100 rule work on this ID? Y / N
5. If today is December 29, 2016, can you sell alcohol to this person? Y / N



### Quiz #3:

#### Can you accept this ID?

- Yes. It is an official driver's license.
- No. It has no photo and is not acceptable.





## How do I know an ID from another state is valid?

If you accept driver's licenses from other states, you may use commercially available reference guides with examples of driver's licenses from all states, such as ID Checking Guide or an electronic ID check application.

## Fake ID or an ID belonging to someone else

Safety for you and other employees comes first. Do not try to confiscate an ID that is believed to be a fake, even a fake ID is still someone's property. If you think the ID is fake or is someone else's ID, tell the person that you are calling the local police department to verify the ID. At that point the customer will do one of two things:

1. The customer will wait for the police to show up. When law enforcement arrives the responsibility of determining whether or not the ID is legitimate becomes theirs.
2. They will leave your business. If they leave your business without the ID, you have abandoned property. Turn the abandoned ID over to the local law enforcement agency or the WSLCB with date, time, description of ID user, and any other available information. If you keep the recommended activity log, make sure to enter the incident into it.

*Note: It is not worth a physical altercation to hold onto an ID. Give the ID back if the customer is confrontational. Remember that the ID is the property of the person presenting it. You cannot legally keep their property.*

If you suspect the ID is false, or if you just don't believe the person is 21, don't sell them alcohol.

## What does your house policy instruct you to do when you believe an ID is fake or has been altered?

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### Quiz #5:

1. **A youthful looking customer presents their work ID with a photo, along with a credit card with a photo to purchase beer. Do you sell them alcohol?**  
Yes No
2. **Your customer appears to be over six feet tall and you estimate their weight at 230 lbs. However, the presented ID lists their height as 5'8" and weight as 160 lbs. Do you sell them alcohol?**  
Yes No

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**3. You find obvious signs of alteration on a customer's ID. Which of the following choices should you not attempt?**

- a. Tell the customer the ID is not acceptable
- b. Tell the customer you are calling the police to verify the ID's authenticity
- c. Ask them to show a different, acceptable form of ID
- d. Keep the fake ID and ask the customer to leave the premises

## **Refusing Sales to Apparently Intoxicated Individuals**

### **Common signs of intoxication**

If a person shows two or more of the following signs, he or she may be intoxicated. It is important to note that these behavior signs are not specific to someone intoxicated. Some customers may have a disability that affects their speech or motor skills. This may make it a challenge to determine if they are intoxicated, so look for other signs such as a strong smell of alcohol.

If a customer shows a combination of these indicators do not make the sale:

- Careless or clumsy with money
- Slurred speech
- Unsteady walking
- A strong smell of alcohol
- Talking excessively loudly
- Talking slowly and deliberately
- Belligerent behavior

## **Refusing a Sale**

Please keep the following in mind when refusing a sale:

- Move the product out of reach.
- Remain polite, tactful and firm. Do not argue with the customer.
- Blame state law for your refusal – you cannot legally sell to minors or an apparently intoxicated person.
- Offer to sell them a non-alcoholic beverage.
- Let them know you value them as a customer but you must follow state law.
- Obtain assistance from your supervisor if the person becomes argumentative or belligerent.

- Call the police if necessary
- You cannot physically restrain a customer or take possession of their car keys or vehicle
- An intoxicated customer can remain at your business if they do not have alcohol. Make sure they do not ask another customer to buy them alcohol

**Third Party Liability:**

If alcohol was sold illegally to a minor or to an apparently intoxicated person, and that minor or apparently intoxicated person causes damages to a third party (i.e. innocent victim(s)), the innocent victim can sue the licensee and sellers for the damages. Liability information is presented in the Last Call video.

### 3rd Party Sales

**It is illegal to purchase alcohol for minors**

There may be times when you suspect that someone is attempting to purchase alcohol for a minor. Listed below are some of the indicators of a potential 3rd party sale and the actions you can take to prevent it from happening:

<b>Situation:</b>	A minor is accompanying someone who obviously is not their parent or guardian.
<b>Resolution:</b>	Ask to see the IDs of all individuals. If anyone is under 21, refuse the sale.
<b>Situation:</b>	A group of young people are in the store together, but some hang back when the person of legal age comes to the register to purchase the alcohol.
<b>Resolution:</b>	Ask to see the IDs of all individuals in the party. If anyone is under 21, refuse the sale.
<b>Situation:</b>	Young people are waiting in the parking lot while someone else comes in and purchases the alcohol. (This could be someone in their group, or someone they have stopped in the parking lot and given money to in order to purchase alcohol.)

<b>Resolution:</b>	<p>Ask the person if the young people in the parking lot are waiting for him/her. If the answer is yes, refuse the sale.</p> <p>If the person says they are not with him/her, yet you still suspect they are, inform the person of the penalties for supplying alcohol to minors.</p>
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- Any person who sells, gives or otherwise supplies liquor to a minor is committing a gross misdemeanor punishable up to \$5,000 in fines, up to a year in jail, or both.
- You always have the right to refuse the sale if you believe illegal activity is involved.
- Log the incident in the business log book.
- Dial 911! If you ever feel unsafe when refusing a sale don't hesitate to call the police.

### Quiz #6:

1. **Is it legal to sell alcohol to a minor with their parents' permission?**

Yes No

2. **A 22 year old customer attempts to purchase alcohol while their youthful looking friends wait outside the front door. Should you sell this person alcohol?**

Yes No

3. **If you suspect that an adult is purchasing alcohol for a minor what should you do?**

- a. Inform them it is illegal to supply alcohol to a minor
- b. Inform them that they could be charged with a gross-misdemeanor
- c. Refuse the sale
- d. All of the above

## Documentation / Record-Keeping

Your log book is an important tool for recording alcohol-related incidents. It provides written documentation, taking the pressure off you to remember the details of an incident long after the fact. It also provides your supervisor with a record of incidents occurring at your business.

We strongly recommend that you use the following guidelines to establish your record-keeping:

- A bound notebook should be used for all record-keeping so any pages torn out are noticeable
- Use an ink pen, not a pencil
- Complete the log book every day; if there were no incidents, indicate this in your notes
- If a line is left empty, cross it out to prevent anything from being added later

- Record the facts each day; time, date, place, and a description of the alcohol-related incident and the people involved - if you do not have names, describe the person(s) involved
- Indicate whether the police were called and record their action(s)

**Instruct your employees to document all incidents and show them where your log is kept. Employees may also keep a personal journal.**

## Your Responsibility as a Seller of Alcohol

Before handling your first alcohol sale you must complete this training and know...

- The state liquor laws
- Your business' policies
- How to use any age-verifying equipment used by your business
- Who to call if you have difficulties
- You are required to receive training to sell alcohol legally

Before taking the exam, please ensure your understanding of the following topics:

- I know how to recognize minors and apparently intoxicated persons (AIP)
- I know the types of legal ID I can accept for buying alcohol
- I know when and how to properly check ID and recognize false ID
- I know the methods for refusing sales of alcohol to minors and AIPs
- I understand the consequences of selling alcohol to minors and AIPs
- I know my employer's house policies on alcohol sales, including checking the ID of anyone who looks 30 years old or younger

If necessary, please revisit the topics before taking the quiz.

**This is a closed book test and discussion between employees during test taking is not allowed.**

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## RVP Quiz

- 1. What can happen if you sell alcohol to a minor?**
  - a. Possible jail sentence of up to a year/monetary fine up to \$5,000, or both
  - b. Loss of employment/cancellation of the business liquor license
  - c. Civil lawsuit with monetary judgment
  - d. All of the above
  
- 2. Alcohol is a popular recreational product for many consumers, but it is also a legal drug that is associated with a host of harmful effects when used excessively or improperly. Alcohol sales must be treated differently than most other products.**

a: True    b: False
  
- 3. The legal duties of an alcohol seller include:**
  - a. Confiscating false or altered ID
  - b. Refusing to sell alcohol to minors and apparently intoxicated persons
  - c. Diagnosing alcoholism in customers
  - d. Asking customers if they have been drinking before selling them alcohol
  
- 4. Alcohol is a legal product that is available to individuals ages 21 and older. Washington State law prohibits the sale of alcohol to minors and apparently intoxicated persons.**

a: True    b: False
  
- 5. Once you have made the decision to refuse a sale, what would be the next step?**
  - a. Move the product out of reach
  - b. Remain polite, tactful and firm - do not argue
  - c. Let them know you value them as a customer but you must follow state law
  - d. Obtain assistance from your supervisor if the person becomes argumentative or belligerent
  - e. All of the above

**6. Mark all of the acceptable forms of ID at your business:**

- A driver's license, ID card, or instruction permit issued by any U.S. state or Canadian province, a US territory or the District of Columbia
- A U.S. military ID
- An official college ID
- An official passport, passport card or NEXUS card
- A Merchant Marine ID
- A major credit card
- A federally recognized tribal enrollment card

**7. When you examine an ID, have the customer remove it from his/ her wallet and hand it to you.**

- a. True      b. False

**8. When checking ID, you**

- a. Don't need to check again if a co-worker has already checked it
- b. Can accept expired ID with a valid photo
- c. Don't need to ask for ID from a regular customer
- d. Hold the ID and check expiration date, date of birth, photo, physical description, irregularities in the ID, and ask questions if necessary

**9. As a certified Responsible Vendor, my house policy requires I check ID for anyone who looks younger than 30 years of age.**

- a. True      b. False

**10. What could be the signs of intoxication? Mark all that apply.**

- Careless or clumsy with money
- Slurred speech
- Unsteady walking
- A strong smell of alcohol
- Talking excessively loud
- Talking slowly and deliberately
- Belligerent behavior

**11. Can you sell this person alcohol?**

- a. Today is July 22, 2020 and the customer's date of birth is July 23, 2003 Y / N
- b. Today is July 24, 2021 and the customer's date of birth is July 23, 2004 Y / N
- c. Today is May 3, 2023 and the customer's date of birth is Nov 9, 2003 Y / N
- d. Today is April 8, 2024 and the customer's date of birth is March 19, 2003 Y / N

**12. What are the signs of an altered, fraudulent or manufactured ID?**

- a. Any signs of information, photo and or lamination added to the ID
- b. Incorrect or lacking some of the security features on the ID
- c. ID picture, signature and/or vital statistics dont match card holder
- d. All of the above

**13. Which of the following statements is correct?**

- Alcohol is a factor in an average of approximately 4,700 deaths among underage youths in the United States every year.
- Underage drinking contributes to a wide range of costly health and social problems, including motor vehicle crashes, suicides, homicides, assaults, risky sexual activity, unintentional injuries, brain impairment, academic problems, and alcohol and drug poisoning.
- If an intoxicated customer leaves your business and get arrested for DUI, they may have to pay fines, serve a jail sentence, and complete an alcohol treatment program.
- All of the above

Did employee pass the quiz? Y / N: \_\_\_\_\_  
Trainer Signature



Review the questions that were missed. If necessary, revisit the sections that require further clarification.

Ask the employee to sign the Acknowledgement of Understanding House Policy on Alcohol Sales and keep a copy for three years.

Provide Refresher Training within the next 12 months, which includes:

- Review of house policy on alcohol sales and Responsible Liquor Sales Training.
- Maintain the training record for three years.

For additional resources, updates and refresher training materials, please visit the Liquor and Cannabis Board website at [lcb.wa.gov](http://lcb.wa.gov) and find Responsible Vendor Program under Licensing Services.

## Training Guide Answer Key:

Quiz #1	1. No	2. No	3. Seller	4. No	
Quiz #2:	1. 08/12/2015	2. 01/06/1998	3. 08/12/2020	4. No	5. No
Quiz #3:	No				
Quiz #4:	1. 12/19/2016	2. 01/01/1973	3. Yes	4. Yes	
Quiz #5	1. No	2. No	3. D		
Quiz #6:	1. No	2, No	3. D		

## RVP Quiz Answer Key:

- |      |  |                                   |
|------|--|-----------------------------------|
| 1. d | 6. All except an official college ID; a major credit card with picture | 10. all are signs of intoxication |
| 2. a |  | 11. a: No, b: No, c: No, d: Yes   |
| 3. b | 7. a   | 12. d                             |
| 4. a | 8. d   | 13. d                             |
| 5. e | 9. a   |                                   |

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## Acknowledgment of Understanding House Policy on Alcohol Sales

1. I received the training on WA liquor laws, regulations and store policies regarding alcohol sales prior to selling alcohol. I understand I will repeat the training at least once a year and my training record will be kept for three years at the store.
2. I understand I can only sell alcohol to a customer 21 years of age or older and who shows no signs of intoxication.
3. I must check the ID of anyone who looks less than 30 years of age to ensure their legal age.
4. I can accept any one of the following IDs:
  - a. A driver's license, ID card or instruction permit issued by any U.S. state or Canadian province, US territory or the District of Columbia
  - b. A U.S. military ID
  - c. A federally recognized tribal enrollment card
  - d. A Merchant Marine ID
  - e. Passport from any nation, passport card, and NEXUS Card
5. The ID must not be expired and include date of birth, signature and photo.
6. I must refuse sales when a customer is:
  - a. Unable to present a valid ID (the ID appears to be fake, does not match the individual, has expired, or the individual has no ID)
  - b. Apparently intoxicated (showing two or more signs of intoxication)
  - c. Apparently attempting to purchase alcohol for anyone under the age of 21
7. I must report all alcohol-related sales refusals to my manager and/ or document them in a log book.
8. I understand if I fail to check ID and sell alcohol illegally, I will be subject to disciplinary action up to and including discharge from my employment in addition to receiving criminal citations/monetary penalties or jail terms according to the State Law.
9. I understand I can ask for additional training from my manager or WSLCB to assist me to sell alcohol responsibly.

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Printed Name (Clerk)

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Printed Name (Supervisor)

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Signature (Clerk)

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Signature (Supervisor)

---

Date

---

Date



# Washington State Liquor and Cannabis Board

## **Mission**

Promote public safety and trust through fair administration and enforcement of liquor, cannabis, tobacco, and vapor laws.

**[lcb.wa.gov](http://lcb.wa.gov)**

To obtain this publication in an alternative format, contact the agency ADA coordinator at (360) 664-1783.