

SOMETIMES YOU GOTTA BE A BUZZ KILL

READY TO SERVE: HOW TO HANDLE INTOXICATED PATRONS

THE FACTS

- 🚫 New Mexico prohibits the selling, serving, procuring, or aiding in the procurement of alcoholic beverages to an intoxicated person.
- 🚫 All persons serving alcohol on a licensed premise in New Mexico need to complete a class to obtain an Alcohol Server Permit.
- 🚫 Licensed establishments produce more than half of DWI arrests in New Mexico.
- 🚫 Servers and bartenders in New Mexico are subject to some of the most severe penalties for over serving in the country.
- 🚫 A first offense can result in suspension of the alcohol license and server certification.
- 🚫 A liquor license is a privilege issued by the state, not a right.

HOW TO TELL

Slurred speech. Loud voice. Bloodshot eyes. Flushed face. Problems with balance (i.e. stumbling, bumping into things and people.) Problems with coordination (i.e. knocking over drinks, missing one's mouth when drinking.) Vomiting. Profanity. Hiccups. Fighting.

WHAT TO DO

- 🚫 Always let your manager and coworkers know the situation. Even if you stop service to your customer, they may try to get served from someone else.
- 🚫 Tell your customer that it's the law, and you will not serve them alcohol. Your manager is available to intervene on your behalf and can back you up.
- 🚫 Bring them a large glass of water. Offer food (if possible) and/or a non-alcoholic drink. You don't need to kick them out, just make them comfortable.
- 🚫 Try to cut off your customer quietly and not in front of others. Find someone in their group who is sober and speak to that person in private. You can elicit that person's support to enforce your decision.
- 🚫 Occupy yourself with other tasks and let your team members know what you're doing. This can send a message that you will not serve your customer.
- 🚫 Make sure your customer has a safe ride home. Offer to call a cab or ride hail service.