

In-Class Smart Serve



Smart Serve is a responsible alcohol beverage service training program. This workshop is for any person interested in working in areas where alcohol is sold and served. The program provides provincial certification. You will receive a certificate and lapel pin for successfully completing the training.

The Effects of Alcohol

- Standard Drink
- Alcohol's Path through the Body
- Blood Alcohol Concentration Chart (BAC)
- Factors that Affect BAC
- Signs of Intoxication

Legal Issues

- The Liquor License Act
- The Sale and Service of Liquor
- The Right to Deny Entry
- The Right to Eject Guests
- Penalties Under the Liquor License Act
- Civil Liability
- Case Studies

A Safe & Enjoyable Atmosphere

- Age Identification
- Controlling the Door
- Controlling the Number of Drinks Served
- Promoting Food and Beverage
- Intervention Techniques
- Incident Reports
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House Policies/Risk Assessment

- Develop a Goal Statement
- Risk Assessment & Chart
- House Policies & Procedures

Smart Serve Certification is now mandatory for servers of alcohol in Ontario. YES offers this classroom based training for a cost of \$40.00

