



**C.A.R.R.❤️.L.L.**

**C.A.R.E.S.**

Alcohol Awareness Training

Instructor: **Keith Benfer**

Student Name: \_\_\_\_\_

Date: \_\_\_\_\_ Expires: \_\_\_\_\_



## *Pre Test*

1. Most liquor licenses are issued and monitored by the...
  - A. local liquor authority
  - B. local chamber of commerce
  - C. Drug Enforcement Agency (DEA)
  - D. Bureau of Alcohol, Tobacco, and Firearms (ATF)
  
2. Liquor laws do **not** forbid serving alcohol to a(n)...
  - A. Intoxicated Guest
  - B. pregnant woman
  - C. Guest who shows an ID, even if it is obviously fake
  - D. minor who is accompanied by a friend over the age of 21
  
3. Who can be held liable if a Server serves alcohol to a Guest who appears to be intoxicated?
  - A. The Guest
  - B. The Server
  - C. The establishment's lawyer
  - D. All of the above
  
4. Once you have stopped service to a Guest, the next step is to...
  - A. offer the Guest food or non-alcoholic drinks
  - B. complete an incident report
  - C. attempt to get the Guest a ride home with friends or alternate transportation
  - D. All the above
  
5. Which organ is responsible for breaking down alcohol in the body?
  - A. Brain
  - B. Liver
  - C. Mouth
  - D. Small intestine
  
6. A person's BAC is **not** affected by which of the following?
  - A. Age
  - B. Gender
  - C. Intelligence
  - D. What they drank
  
7. The best type of food for slowing alcohol absorption in the stomach is high in...
  - A. fat
  - B. salt
  - C. sugar
  - D. protein

8. Following standard house recipes when making drinks is a way to...
- A. decrease a Guest's dehydration.
  - B. dilute the alcohol percentages in drinks.
  - C. stall drink service to an intoxicated Guest.
  - D. regulate the amount of alcohol in each drink.
9. Asking a Guest to quickly answer a question such as, "What year did you graduate from high school?" is one way to...
- A. verify a Guest's intelligence
  - B. make an underage Guest nervous
  - C. find out if you know some of the same people
  - D. help determine if the ID holder is its true owner
10. When you spot a fake ID, which of the following actions is **not** acceptable?
- A. Refusing entry
  - B. Refusing service
  - C. Calling the police
  - D. Physically restraining the Guest
11. If a Guest tells you that she has a designated driver, you should **not**...
- A. ask her for a valid ID
  - B. allow her to be over served
  - C. discontinue service of alcohol to her
  - D. monitor who she leaves with
12. In the body, alcohol is broken down at the rate of...
- A. a half drink per hour.
  - B. one drink per hour.
  - C. two drinks per hour.
  - D. three drinks per hour.
13. Genuine IDs can be identified by security features such as...
- A. blank backs.
  - B. raised fonts on license.
  - C. digitally blurred photos.
  - D. toll-free verification "hotline" numbers.
14. A Server can be held responsible for serving an intoxicated Guest,
- A. even if the Manager tells the Server to do it.
  - B. only if that Guest decides to bring charges against the Server.
  - C. if anyone else on duty at the same time is over serving.
  - D. All of the above

15. The letters **BAC** stand for...

- A. brain alcohol content
- B. blood alcohol content
- C. base alcohol consumption
- D. bloodstream absorption curve

16. Which of the following is an example of a criminal violation?

- A. Serving a Guest who appears to be intoxicated
- B. Allowing a Guest without proper identification to enter a bar
- C. Forgetting to check identification before serving a Guest alcohol
- D. Allowing an intoxicated Guest to leave the establishment

17. What is the best thing to do when a liquor Inspector enters your establishment?

- A. Notify your manager
- B. Discreetly ask intoxicated Guests to leave
- C. Discontinue all alcohol service until the authorities leave
- D. Find a coworker who will confirm to the authorities that you have not been serving minors

18. Alcohol is absorbed into the bloodstream through the...

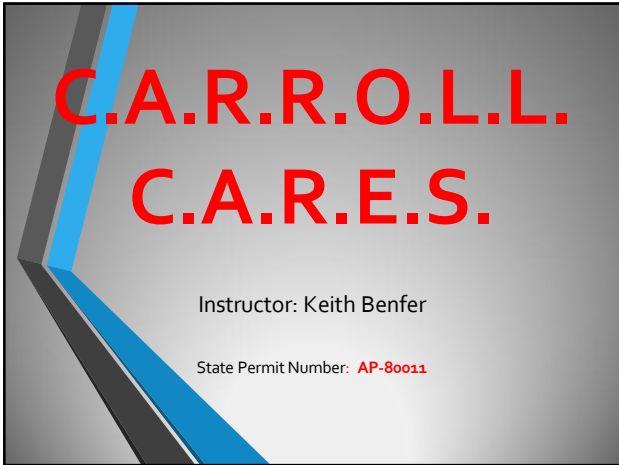
- A. mouth.
- B. stomach.
- C. small intestine.
- D. All of the above

19. Swaying or staggering when walking is a sign of...

- A. relaxed inhibitions
- B. impaired judgment
- C. slowed reaction time
- D. impaired motor coordination

20. Which of the following Guests is **not** displaying a proper ID?

- A. The Guest displaying a horizontal MD license
- B. The Guest displaying an International driver's license
- C. The Guest displaying a military ID Card
- D. The Guest displaying an out of state driver's license



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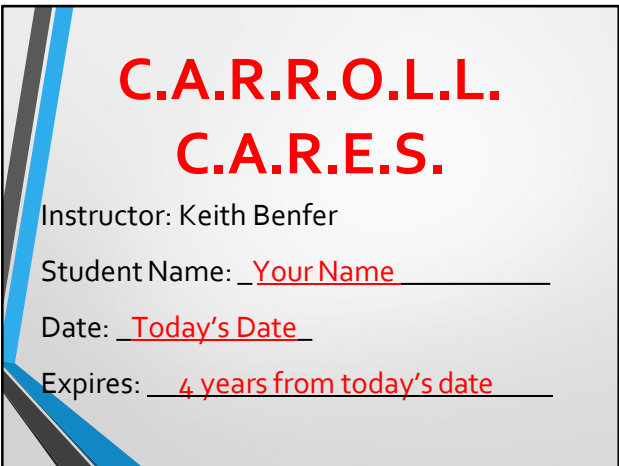
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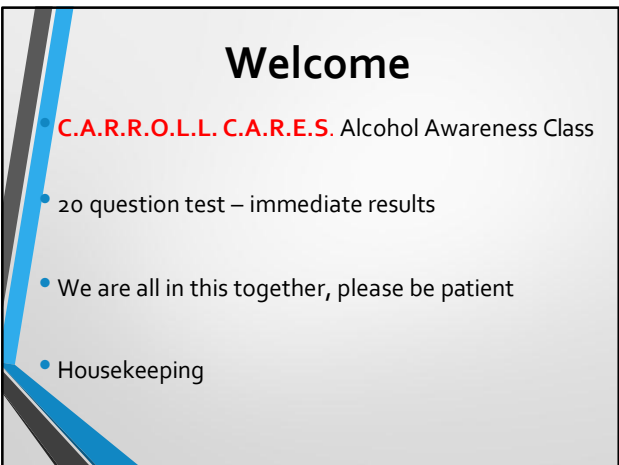
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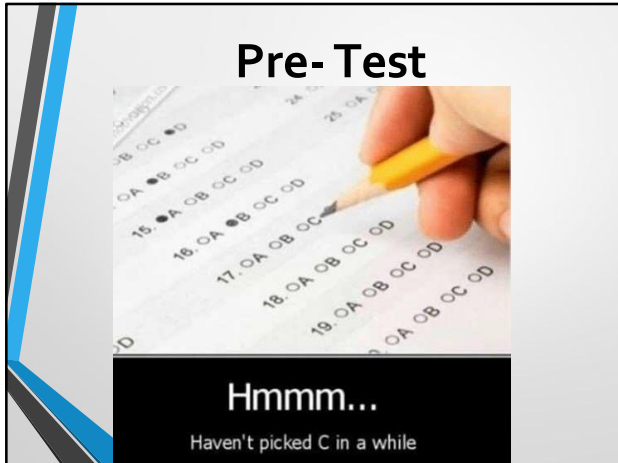
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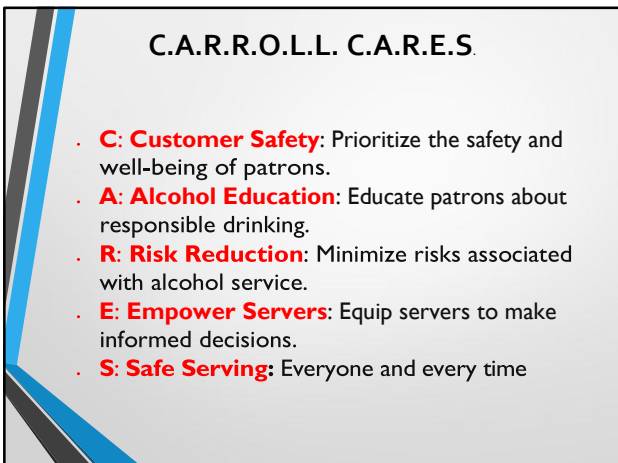
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**Benefits of being Alcohol Awareness Certified**

- The purpose of this training is to fulfill State and County Rules and requirements.
- Ensure this training gives you tools to follow **State and local regulations**
- Influence behavior to encourage responsible drinking
- **Reduce overservice & intoxication**
- Provide a collaborative approach to **preventing the misuse and underage sale of alcohol**
- Ultimately, we want you to be able to acknowledge and understand the difference between drinking responsibly and becoming intoxicated

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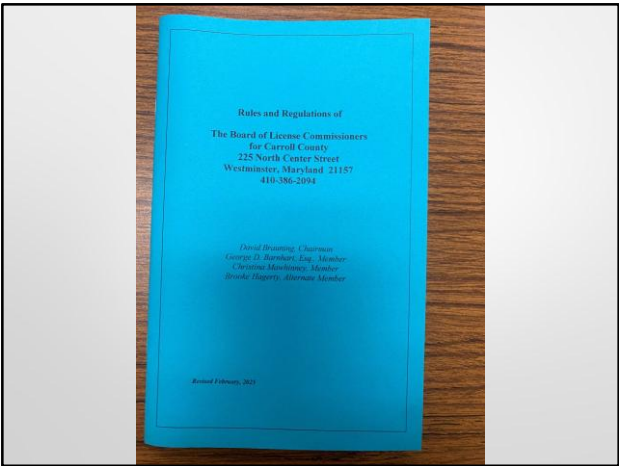
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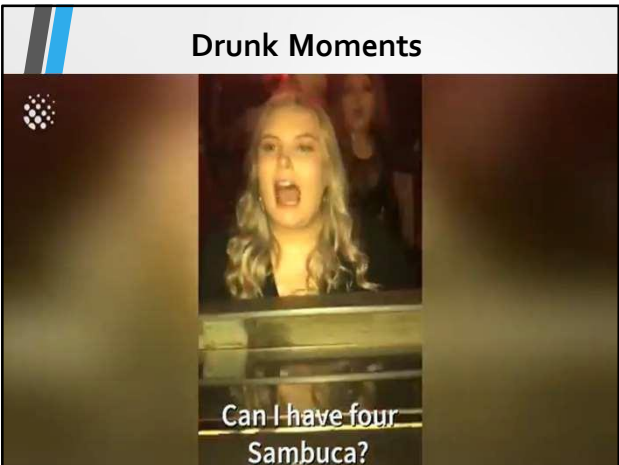
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**We are here to EDUCATE not VIOLATE**

- Sales – Safe And Legal Every Sale
- Alcohol is regulated by Federal, State and local laws
- Intoxication is different than just having a responsible drink
- Alcohol is 1<sup>st</sup> absorbed in the interior of the mouth
- 80% of Alcohol is absorbed in the lower intestines
- Pyloric Valve in the stomach knows when to open and close to process food
- This valve knows if there is food in there to process, it will stay closed therefore slowing absorption of alcohol

If the stomach is empty the valve will open and send the alcohol to the lower intestines where speedy absorption occurs

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### Alcohol

- Is a clear, odorless, and flavorless liquid.
- The color, taste and odors are created during the manufacturing process.
- Wines are fermented
- Beers are Fermented and brewed
- Liquors and spirits are distilled

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### Fermentation

- Yeast combines with sugars from fruit or grains in a chemical reaction resulting in Alcohol.

The diagram illustrates the chemical reaction of fermentation. On the left, a brown sack labeled 'sugar' is followed by a red plus sign and a yellow star-shaped icon labeled 'yeast'. This is followed by a red equals sign. To the right of the equals sign, there are three dark glass bottles of varying heights and a cluster of orange and red spheres representing molecules. Below these elements, the word 'fermentation' is written in a bold, sans-serif font, with '(alcohol & co2)' in a smaller font underneath.

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### Distillation

Fermented beverage is boiled at a controlled temperature to extract and concentrate the ethanol fumes.



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### Facts about Alcohol Absorption

- Alcohol molecules **love food fat** but NOT body fat therefore Alcohol absorption is slower when you consume food
- Central Nervous system is the body's auto pilot, if enough alcohol is consumed the auto pilot shuts down. This is alcohol poisoning which can lead to death
- Alcohol **DOES NOT** need to be *digested* to be absorbed into the bloodstream
- The stomach is the first internal organ to have long contact with alcohol. It knows to prioritize the elimination of alcohol ahead of other nutrients

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### Metabolism in the Liver

- Breaks down alcohol in the body
- Burns ethanol
- Aided by alcohol dehydrogenase enzyme
- Ultimate products of chemical reaction are carbon dioxide and water
- **Average person's BAC drops by about 1 drink per hour**

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**Elimination of Alcohol**

- Direct excretion
  - Breath
  - Urine
  - Sweat
  - Tears
  - Puke
- Metabolism

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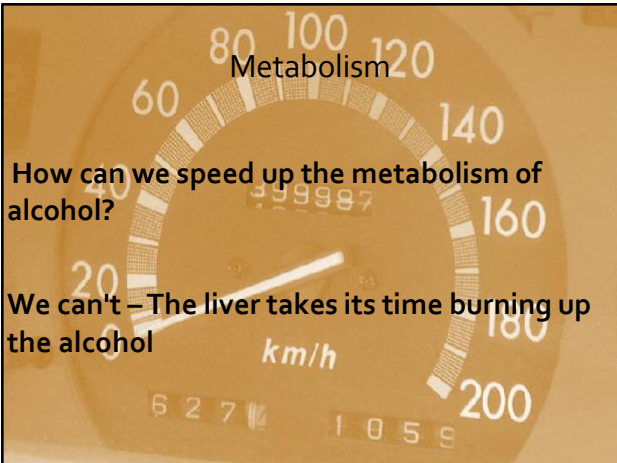
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Metabolism

How can we speed up the metabolism of alcohol?

We can't – The liver takes its time burning up the alcohol



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What do you get when put a drunk in a shower?



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### Alcohol Effects

- **SIZE**- smaller people typically are affected more quickly. However larger people with more body fat can become intoxicated faster because they have less fluid, so the alcohol is more concentrated in the blood.
- **GENDER**- **Women tend to have higher body fat and less fluid this means alcohol is less diluted.** Women don't break down alcohol as efficiently as men therefore alcohol builds up in their blood stream more quickly.
- **CONSUMPTION**- Drinking more quickly will have a stronger effect than drinking the same amount over a longer period of time. Drinking alcohol faster will build up in the bloodstream quicker than the liver can remove it.

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### Alcohol Effect Continued

- **AGE** – The amount of body fluid tends to decrease with age. An older person will be more affected as well as someone who is young and still developing. The younger and older have a lower tolerance of alcohol.
- **CARBONATION** – Fizzy drinks like champagne and tonics/cola increases **absorption of alcohol in the bloodstream.**
- **TOLERANCE**- **Tolerance has no RELATIONSHIP to BAC.** People who are used to drinking heavily have developed a high tolerance and their bodies have become used to it and it therefore no longer produces the same effects.

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### Blood Alcohol Content (BAC)

- BAC is the legal measurement of the amount of alcohol in a person's blood
- The more alcohol consumed the higher the BAC
- BAC levels can be different each time he/she drinks or what they drink
- Higher the BAC the more effects of the alcohol will be seen

**Time is the only thing that can lower a BAC**

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### What is a Standard Drink?



12 oz of beer  
~5% alcohol



5 oz of wine  
~12% alcohol



8 oz of malt liquor  
~8% alcohol



1.5 oz of spirits  
~40% alcohol

In the U.S., a standard drink is any drink that consists of 14 grams of pure alcohol. This is equal to about 0.6 fluid ounces or 1.2 tablespoons. (Actual amount varies by type and brand of alcohol)

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### ABV by Type of Drink (Standard measure)

- Beer: Alcohol Percentage 4–8%
  - **Craft beers: typically have higher alcohol percentages, at 8–12% and higher**
- Wines: Alcohol Percentage 14–24%
- Malt beverage: Alcohol Percentage 15%
- Champagne: Alcohol Percentage 12.5%
- Vodka: Alcohol Percentage 40–95%
- Gin: Alcohol Percentage 36–50%
- Tequila: Alcohol Percentage 50–51%
- Rum: Alcohol Percentage 36–50%
- Whiskey, Scotch, Bourbon Alcohol Percentage 36–50%
- Liqueur: Alcohol Percentage 15%
- Hard seltzer: Alcohol Percentage 4–12%

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### Alcohol/Drug Reactions

**Alcohol is a DEPRESSANT**- Because of the way alcohol changes our brain chemistry you may temporarily feel relaxed and numb but after you are sober the mood can return to or even make you feel depressed

Use of any drug, legal or illegal, may cause adverse reactions when mixed with alcohol (an additive effect)

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**Prevention Strategies for Serving or Selling to Intoxicated patrons**

- **Slow down service** – Casually avoid or delay ordering.
- Enlist the help of the friends in the group when dealing with a person who may need to be cut off.
- Be courteous but **FIRM**. Enlist the help of management if necessary.
- **Document** any incidents *to protect yourself and the establishment.*
- A server should **always be confident in cutting off a guest**. **REMEMBER alcohol is regulated by law** and servers are required to make a reasonable effort to **prevent over service** and underage sales.

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**Reasonable Efforts**

Reasonable Efforts are steps the law requires you to take when dealing with underage drinking or intoxication

Examples of Reasonable Efforts:

- Offer food- if your establishment allows you to serve complimentary soda, water, coffee or appetizers
- Provide alternate transportation – Lyft/ Uber/ Cab
- If the patron appears **VISIBLY intoxicated** – The server/clerk should **refuse service/selling**
- If the age of a person is in question even after checking the ID, you always have the *right to refuse a sale*
- **Document** any alcohol related occurrences

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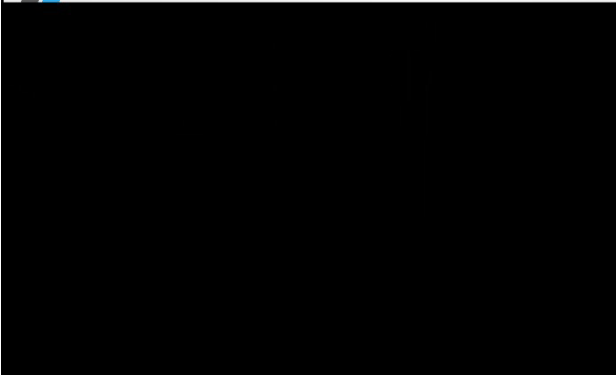
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**Effects of Alcohol**



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### Drinking & Driving in MD

- Impairment begins with your first drink
- Maryland legal limits are .08 for DUI, .07 for DWI\*
- Under 21 "zero tolerance law" makes it illegal to drive with any measurable amount of alcohol in the system
- Minimum of 90-day suspension for those who refuse to test or test above the legal BAC limit. The state has the ability to impose longer suspensions/revocation
- Maryland has a higher report of driving while drinking than the National average. National Average is 1.9%, Maryland is 2.1%

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### Alcohol/ Drug Restrictions on a License

- You are prohibited from driving or attempting to drive a motor vehicle after consuming alcohol, or any other mood altering substance, in any amount. Furthermore, if you receive two alcohol related convictions within a 2-year period you will be subject to a 3-year alcohol restriction. If you are under 21 years of age you are restricted from driving or attempting to drive a motor vehicle while having a blood alcohol concentration (BAC) level between .02 grams/100ml and .08 grams/100 ml.

Alcohol Restriction on the license has no bearing on whether or not the retailer can serve that person alcohol

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### Alcohol/ Drug Restrictions on a License

- Ignition interlock device restriction. You are required to install and maintain an Alcohol Breath-Analyzed Ignition Interlock Device in your vehicle. You must breathe into this device every time you start your vehicle so that it can test for the presence of alcohol in your system. See Ignition Interlock Program for more information about this process or contact an ignition interlock service provider.

• It is up to each establishment to determine their own policy.

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**Break**

10 minutes please

Stretch your legs

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**Acceptable Forms of ID**  
State Law §6-305

- Valid photo Driver's License - If it is expired it is not considered valid
- Valid photo state-issued ID
- U.S. active military ID – New one now vertical with DOB on the Back (Known as a CAC card)
- A individual's electronic credential issued by the Motor Vehicle Administration under Title 16, Subtitle 10 of the Transportation Article.

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**Personal Identification of Patrons**

**Local Law Rule 36**

- **PERSONAL IDENTIFICATION OF PATRONS**
- When the age of a prospective customer is in question, the licensee shall require two (2) pieces of identification, one of which must be a bona fide driver's license or official State of Maryland ID card, a United States Military Identification Card and a individual's electronic credential issued by the Motor Vehicle Administration, Any sale to a minor shall not be considered to have been made with "due caution" if the licensee fails to request and to examine the minor's identification.
- **A passport can used as a secondary form of ID**

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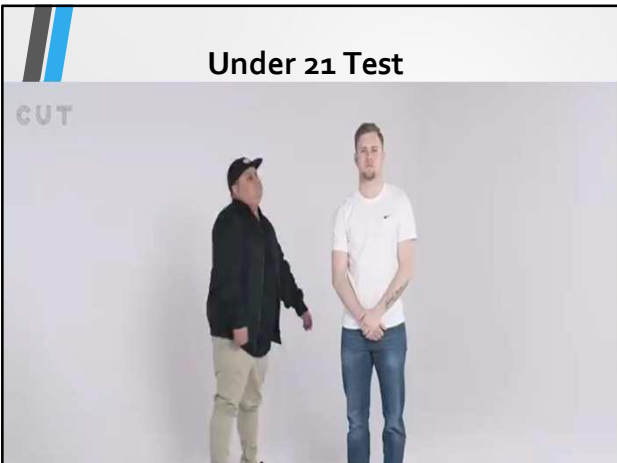
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### Underage Warning Signs

Best way to avoid serving to a minor is to politely request to see, closely examine an acceptable ID

- Hands money to someone else who is obviously of age
- Hides face or looks away while you study the ID
- Seems nervous or moves around frequently
- States he/she is a regular or friend of employee
- Comes to the bar to order drinks for a table full of people
- Legal perspective of POSSESSION – MD Law will say yes if the person can reasonably exert immediate control over the drink. (sitting near them) Use common sense.

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### Steps to follow to Check IDs

- Ask guest to remove from wallet – you want touch it, feel it, & closely examine it
- Do not accept an expired Drivers License
- Determine whether the ID is valid - Does the photo match the person. Head Shapes – Eyes Shape – Ears in different position
- Vertical vs. Horizontal identifications - **Vertical UNDER 21.**
- Set your policies and stick to it
- Questions - ask for 2<sup>nd</sup> form of ID
- **Card Readers don't catch faces – LOOK at the person**

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### **F-L-A-G**: How to properly check ID

- **F - Feel**
- **Have the customer remove the ID from their wallet or plastic holder. You may see another ID in their wallet.**
- **Feel for raised edges, glue lines or bumpy surfaces by the photo or birth date. Uneven surfaces often indicate tampering. Feel for cut-out or pasted information.**
- **Check the thickness of the ID. Check to see if it was re-laminated after changing some of the information.**

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**F-L-A-G: How to properly check ID**

**L - Look**

- **Photograph: Does it look like the person in front of you? Hairstyles and makeup can change, so focus your attention on the person's eyes, nose and chin. When checking men with beards or mustaches, cover the facial hair portion of the photo and concentrate on the eyes, nose or ears.**
- **Height: Does the height listed reasonably match the person?**
- **State seal: Is it on the ID and is it in the correct place?**
- **Date of birth: Is the person old enough? Figure the math or look at the "Under 21 Until" portion of the ID.**
- **Age on ID vs. appearance: Does the person in front of you match the age on the ID?**
- **Expiration date: Is the ID expired? Expired IDs are unacceptable.**

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**F-L-A-G: How to properly check ID**

**A - Ask**

- Ask for their middle name, zodiac sign or year of high school graduation. If someone has to think about their sign or when they graduated, the ID may be false.
- Ask the birth month. If the person responds with a number rather than the name of the month, they may be lying.
- If the customer is with a companion, ask the companion to quickly tell you the customer's name. Any hesitation may indicate deception.
- Ask the customer to sign their name and then compare the signatures to the ID. Sometimes if the ID is false, the customer will sign their true name, rather than the one on the ID.

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**F-L-A-G: How to properly check ID**

**G - Give Back**

Give the ID back to the customer and make the sale if the ID is valid.

- If the ID is fake or altered, you have several options
  - Call the police and have them determine if the ID is valid
  - If the customer, ask for the ID you must still return the ID.

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### Additional Tips in checking ID's

- Remember **USE YOUR EXPERTISE/TOOLS**
- Is the license format still valid in the issuing state – Does it contain UV images? **Check for details**
- Examine – **Compare the ID, USE the ID checking guide**
- Ask – Communicate with the guest by asking questions to verify that the ID belongs to the guest (birth year, when did you graduate?). Look for signs of hesitation
- Make it harder for them to lie to your face. Make it a practice to ask questions. How old are you? Are you 21?
- Do you have a threshold age? Do they look 35? Do they look as old as your parents?

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### MARYLAND DRIVER'S LICENSE



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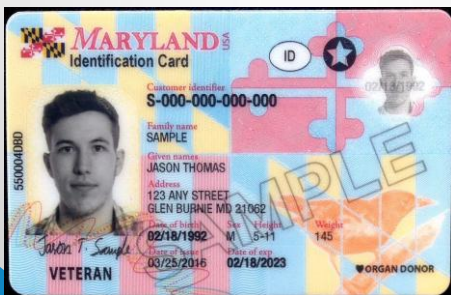
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### IDENTIFICATION CARD FOR NON-DRIVERS



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### PERSON'S SIGNATURE IS RAISED



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### MULTIPLE SIZED CROSSES ARE RAISED



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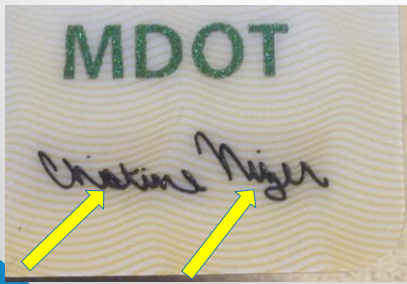
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### MVA ADMINISTRATOR'S SIGNATURE IS RAISED (ON BACK)



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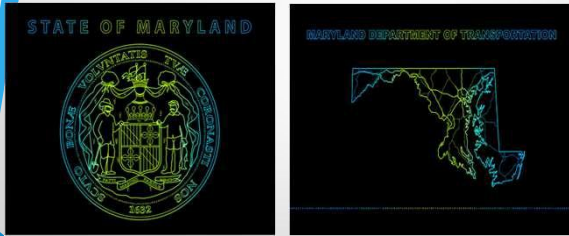
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### ULTRA-VIOLET (UV) LIGHT FEATURES



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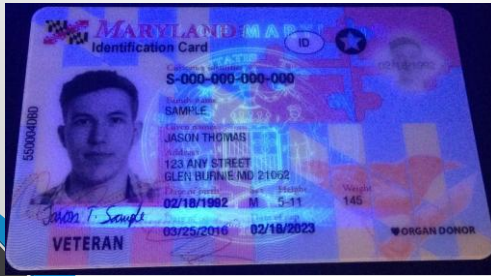
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### ULTRA-VIOLET (UV) LIGHT FEATURES




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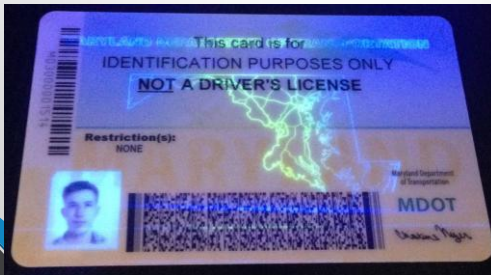
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### ULTRA-VIOLET (UV) LIGHT FEATURES




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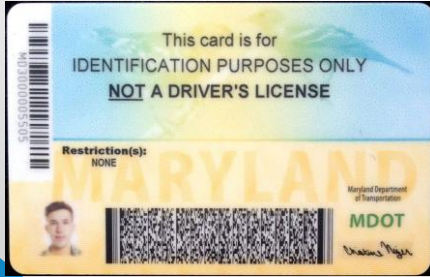
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### “MDOT” CHANGES COLOR WHEN TILTED



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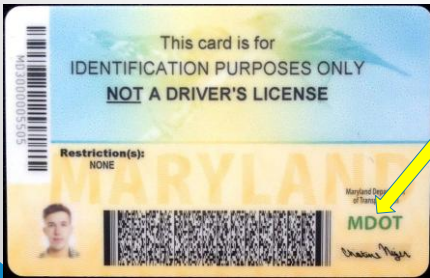
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### “MDOT” CHANGES COLOR WHEN TILTED



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### “MDOT” CHANGES COLOR WHEN TILTED



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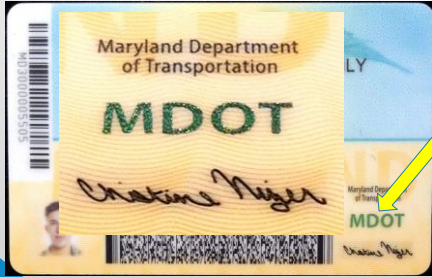
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**“MDOT” CHANGES COLOR WHEN TILTED**



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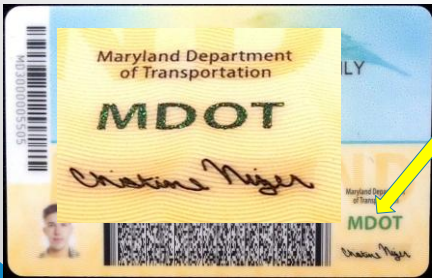
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**“MDOT” CHANGES COLOR WHEN TILTED**



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**“MDOT” CHANGES COLOR WHEN TILTED**



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### “MDOT” CHANGES COLOR WHEN TILTED



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### SECONDARY PHOTO CHANGES TO DATE OF BIRTH WHEN TILTED



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### SECONDARY PHOTO CHANGES TO DATE OF BIRTH WHEN TILTED



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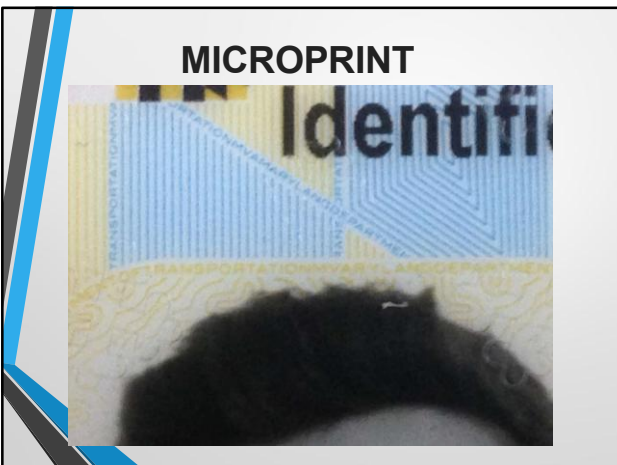
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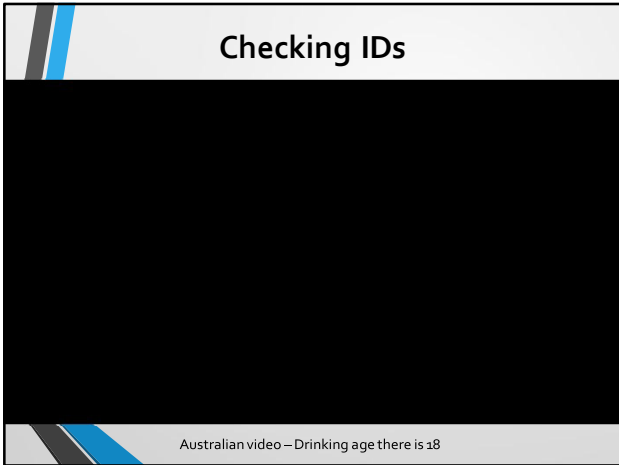
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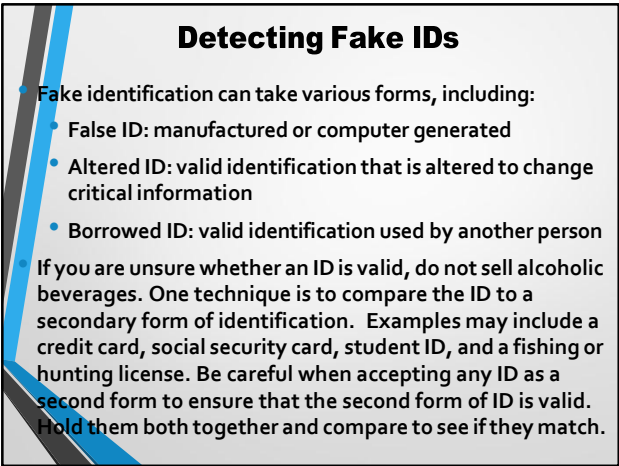
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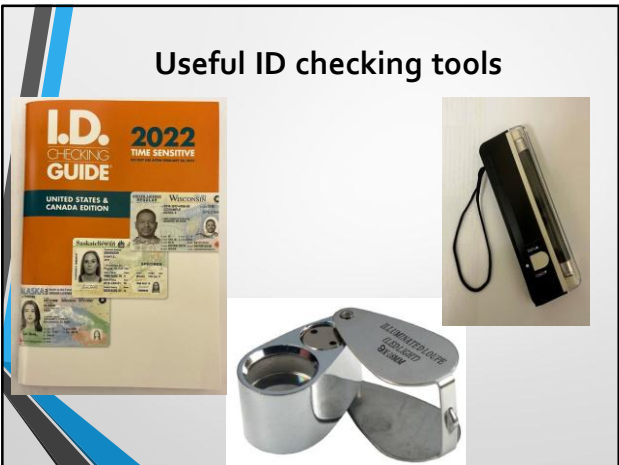
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### Things to check For on Fake IDs

- Edges/ Corners that are scissor cut
- Overlay not positioned correctly on plastic card
- Details on rear being blurry or smudged
- Barcodes cut off
- Photo of person is blurred or not in focus
- Very little detail on reverse (Restrictions/ Endorsements)
- Obvious poor construction

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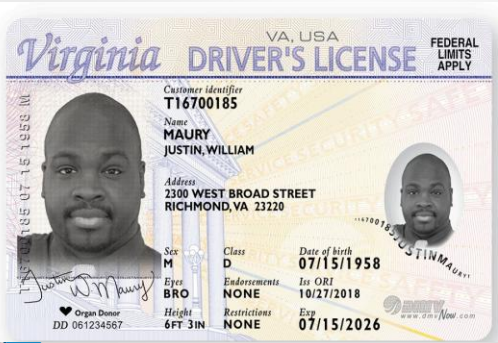
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### Fake or Genuine?




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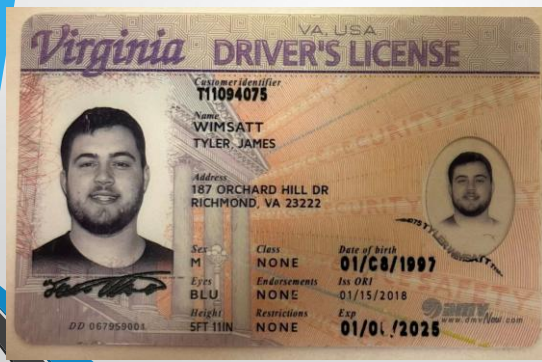
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### Fake or Genuine?




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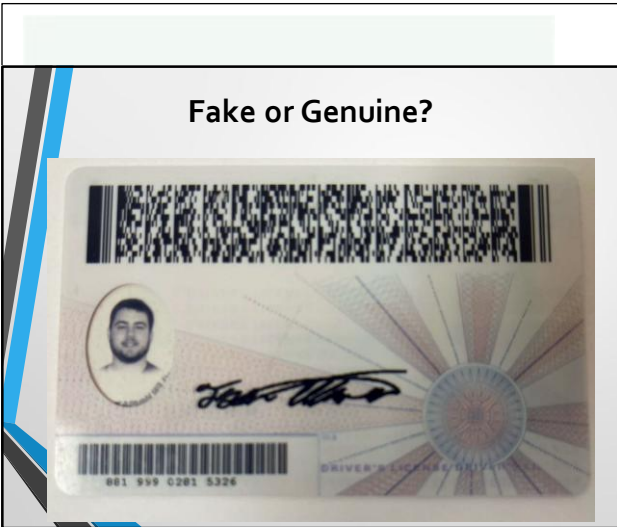
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**Break**

10 minutes please

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**Liquor Stores**

**Age Restrictions**

- Liquor stores must verify customers are of legal age before selling them alcohol. In the U.S., the minimum age to purchase alcoholic beverages is 21 years old. Selling to underage individuals can result in fines or suspension of a store's liquor license. To prevent illegal sales, stores train staff to check IDs and may utilize electronic age verification systems.

**Hours and Days of Sale**

- In Carroll County, liquor stores can operate Monday- Sunday 8:00am- 11:00pm.

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**Safety Measures in Liquor Stores**

In addition to legal obligations, liquor stores must prioritize safety through measures like security systems, employee training, and storage protocols. Such precautions help prevent robberies, violence, fires, and other risks associated with selling alcohol.

**Surveillance Systems**

Most liquor stores invest in video monitoring to deter and document theft and other crimes. Positioning cameras inside and outside the store allows complete coverage. Promptly reporting footage of violations supports police investigations. High-quality systems act as visible deterrents to would-be offenders.

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**Liquor Stores**

**Surveillance Systems**

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**Employee Training**

- Well-trained staff are the first line of defense in handling unsafe situations that may arise at liquor stores. Topics to cover include checking IDs, spotting fake documentation, refusing sales to intoxicated customers, safely making night deposits, and properly using security systems.

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**Secure Product Storage**

- Keeping inventory stored securely helps prevent shoplifting and employee theft. Locked storerooms, cages around high value items, and alarms on bottles all limit access and visibility. Safely disposing of empty bottles also reduces the chance of illegal refilling.

**Avoiding Penalties**

- Failure to adhere to alcohol regulations exposes businesses to expensive fines, lost licenses, and criminal prosecution.

**Preventing Abuse and Addiction**

- Liquor stores sit at the frontline of issues like underage drinking and alcoholism. Careless selling enables dangerous consumption levels that burden health services. Through diligent ID checking and staff training, stores assist communities by promoting responsible sale and use of alcohol.

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**Best Practices for Liquor Store Safety and Compliance**

- Liquor store owners should implement these proven policies and procedures for responsibly running outlets that meet legal and community expectations:
  - Perform regular employee training on alcohol regulations and store protocols using TTB guidance
  - Institute monthly compliance checks on verifying IDs and refusing sales to intoxicated customers
  - Install comprehensive surveillance systems with at least 90 days of video storage

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**Best Practices for Liquor Store Safety and Compliance**

- Safely destroy empty bottles by breaking them to prevent illegal reuse
- Report any license violations, complaints, or threats immediately to responsible authorities
- Join local business groups and maintain open dialogue with neighborhood associations
- Post emergency numbers and taxi companies prominently to aid intoxicated or imperiled customers
- Support alcohol abuse education through partnerships, sponsorships, and community event presence

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**Understand Liability**

- Carroll County holds the Licensee accountable for an illegal alcohol sale in an establishment. The Liquor Board adjudicates as an administrative panel.
- The server/clerk can be issued a criminal citation and adjudicated in the judicial system. Also, the Comptroller's office of Maryland can issue criminal citations.
- Carroll County States Attorney's Diversion Program

Common Negligence (Civil Suit) – Can be sued for anything in these situations.

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**Underage Alcohol Compliance Checks**

- We will send an underage volunteer into your establishment to attempt to purchase alcohol
- If they are asked, they will show their real vertical ID
- If the server/ bartender sells the underage volunteer alcohol a violation notice will be issued to the establishment
- Server can still be held liable even if told to do so by their manager
- The server/ bartender will be issued a Notice of Violation
- Selling alcohol to an underage person is a misdemeanor offense and carries a possible criminal fine of up to \$2500.

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**CRIMINAL VIOLATION FOR SELLING ALCOHOL TO PERSONS UNDER 21**

As part of its duties, the Carroll County Liquor Board regulates compliance with the laws concerning the sale of alcoholic beverages in Carroll County. The Liquor Board Inspector will investigate the illegal sale of alcoholic beverages by your employer and you. Any person who sold an alcoholic beverage to a person under the age of 21, could be charged with Furnishing Alcohol to a person under 21 years of age, which is a misdemeanor offense and carries a possible criminal fine of up to \$2500. The Carroll County Liquor Board Inspector will refer this matter to the State's Attorney's Office to determine whether criminal charges should be filed against the seller/server for selling or furnishing alcohol to a person under age 21. In lieu of formal charges, the State's Attorney's Office could decide not to prosecute the case if a diversion program is completed. The diversion program would include attendance at the Catherine's Cause Forum or other approved forum (in the event that Catherine's Cause Forum is not available). Attendance at the diversion program would not be considered an admission of guilt in any subsequent proceeding.

The employee who served/sold to the underage person will be the one who will be held accountable.

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**Documentation**

- Have a book behind counter where you write what happened that day
- Unruly person that had to be removed
- Patron that was cut off
  - Did they show up intoxicated
  - Did they refuse a ride
- Possible underage sale
- More documentation is always better

Document even when nothing happened that day

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**Can Employee Drink While Working?**

**Local Rule**

**56. CONSUMPTION OF ALCOHOL WHILE WORKING**

No licensee or employee of a licensed establishment, while on duty, may consume anywhere on the premises any alcoholic beverages. No licensee or employee of a licensed establishment may be on duty at any time, for any reason, while in an impaired condition, regardless of where the alcoholic beverages were consumed.

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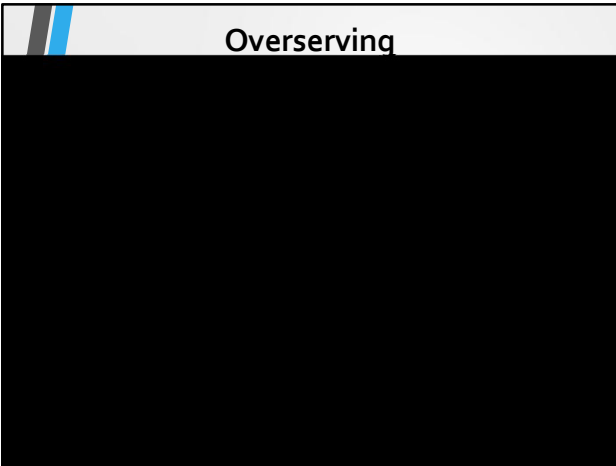
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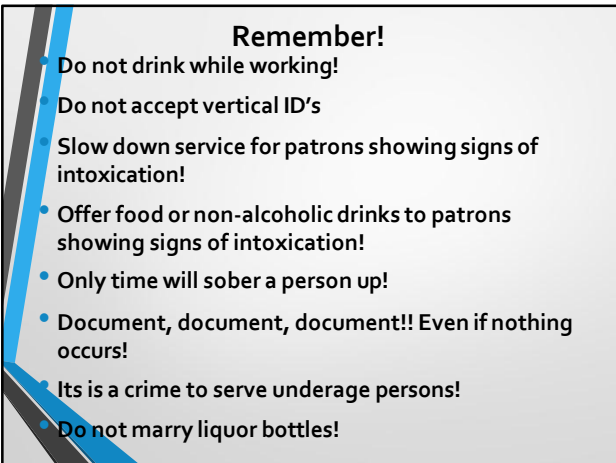
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### Remember!

- If unsure about an ID ask for a secondary form!
- If your bar runs out of a brand DO NOT go to the local liquor store to replace it!
- If you are unsure about something, contact your local inspectors!
- It is your right to refuse service to anyone for any reason!
- **WE ARE HERE TO EDUCATE NOT VIOLATE**

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### Wrap up and Review



- Test is 20 questions.
- If you get stuck on a question, ask.
- Your certificates will be given to you after you **PASS** the test.

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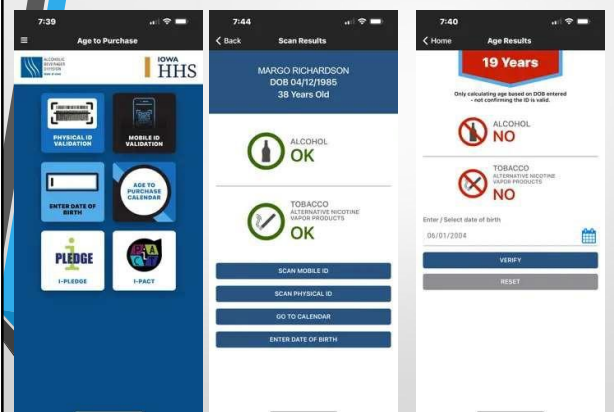
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### Iowa ABD Age to Purchase App Department of Commerce Iowa



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