

Behind the bar RSA training videos



These two RSA training videos show real-life depictions of unduly intoxicated patrons. They highlight the importance of thinking ahead when serving patrons alcohol, as well as how all staff play a role in RSA.

Visit www.business.qld.gov.au/rsa to access the videos and the full list of discussion starters to use with your staff.

'Think ahead' discussion starters

In this video, the bartender is concerned with a patron's safety – she is consuming alcoholic drinks rapidly, may be alone and is showing clear signs of intoxication.

1:04 Discussion 1

- What signs of intoxication is the woman showing?
- Do you think she is unduly intoxicated, or not?
- Do you have concerns with how fast she is consuming alcohol?
- A conservative approach is in the interests of all people concerned. There is no need to wait until a patron is unduly intoxicated, or close to being, before slowing down their alcoholic intake.
- What is your method for slowing down a patron's consumption of alcohol?
- What is your responsibility in this situation?
- Would you have offered her water? How would you encourage her to drink it?

1:59 Discussion 2

- Would you have a conversation with her to assess the situation further?
- Have you ever felt torn between what you think a patron's level of intoxication is, and whether or not you should provide further service of alcohol? What did you do in this instance? Was it the right call at the time, or

would you have done things differently in hindsight?

- Are you more inclined to continue serving alcohol to a patron who is not currently causing any issues, but who may be displaying signs of intoxication?

2:45 Discussion 3

- What are your thoughts on the 3 possible scenarios you have just witnessed?
- What other implications could result from continuing to serve alcohol to this patron?
- Have you, or a colleague ever been in a similar situation?
- How would you deal with this scenario?

3:02 Discussion 4

- Are you clear about the approach you would take in this situation?
- Who is responsible for the patron's safety in and around the premises?
- What are you responsible for?
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- What are you responsible for?

