

10 GOLDEN RULES FOR RESPONSIBLE AND QUALITY SERVING

- 1** Find out the legal age for alcohol consumption for the country you work in and ask for an identity document when the customer does not seem old enough to consume alcohol.
- 2** Remember the risks connected to driving when drunk: always advise taking a taxi to customers who show signs of excessive alcohol consumption, ensuring they return home safely.
- 3** Recognize the first signs of alcohol abuse and refrain from offering further consumption. Discuss how to handle the most critical cases with colleagues in order to be able to immediately address any situation.
- 4** Discourage alcohol consumption by pregnant women.
- 5** Promote alcohol consumption that is characterized by moderation and social interaction, always offering snacks with the drinks.
- 6** Choose high-quality products and keep to the right measures. If a customer asks you to add extra alcohol or reduce the amount of ice, remind them that the secret of a perfect cocktail is in balancing its ingredients, in the right mix and temperature.
- 7** Act responsibly and avoid consuming alcohol in the workplace. Avoid encouraging excessive or irresponsible alcohol consumption in promoting your activities, including through social media.
- 8** Always guarantee the highest cleaning standards, create the right atmosphere and make your customers feel at home by offering them a relaxing evening.
- 9** Prevent noise, disturbance or other possible problems for those working or living near the bar where you work, taking the necessary precautions.
- 10** Limit the use of plastic as far as possible. It is simply a question of acting responsibly towards the planet and, so, towards your customers.