



UNIT



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Alcohol

Health

1-3 glasses (0 to 0.05 per mille)

Relaxed - uninhibited

3-7 glasses (0.03 to 0.12 per mille)

Tipsy

7-15 glasses (0.09 to 0.25 per mille)

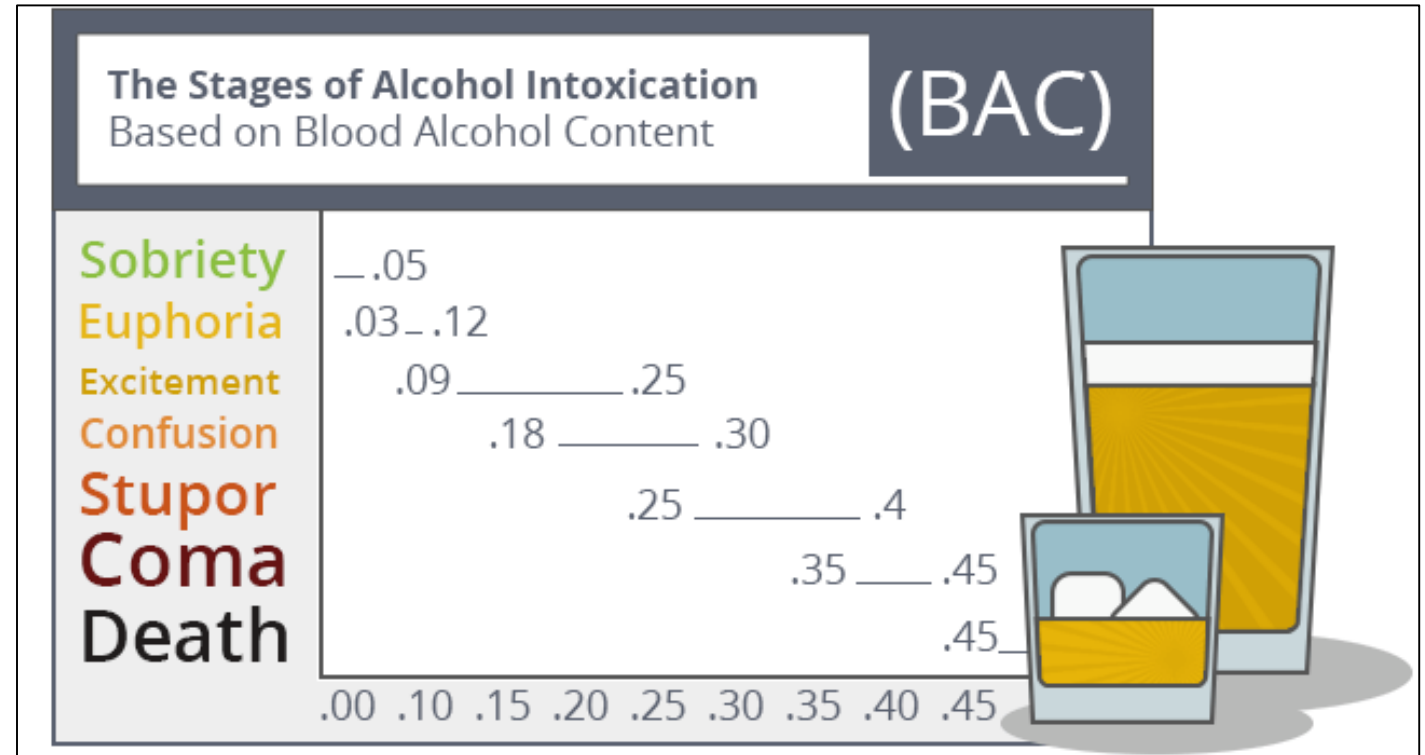
Drunk - excited

15-20 glasses (0.18 to 0.4 per mille)

Lavishly drunk - confusion

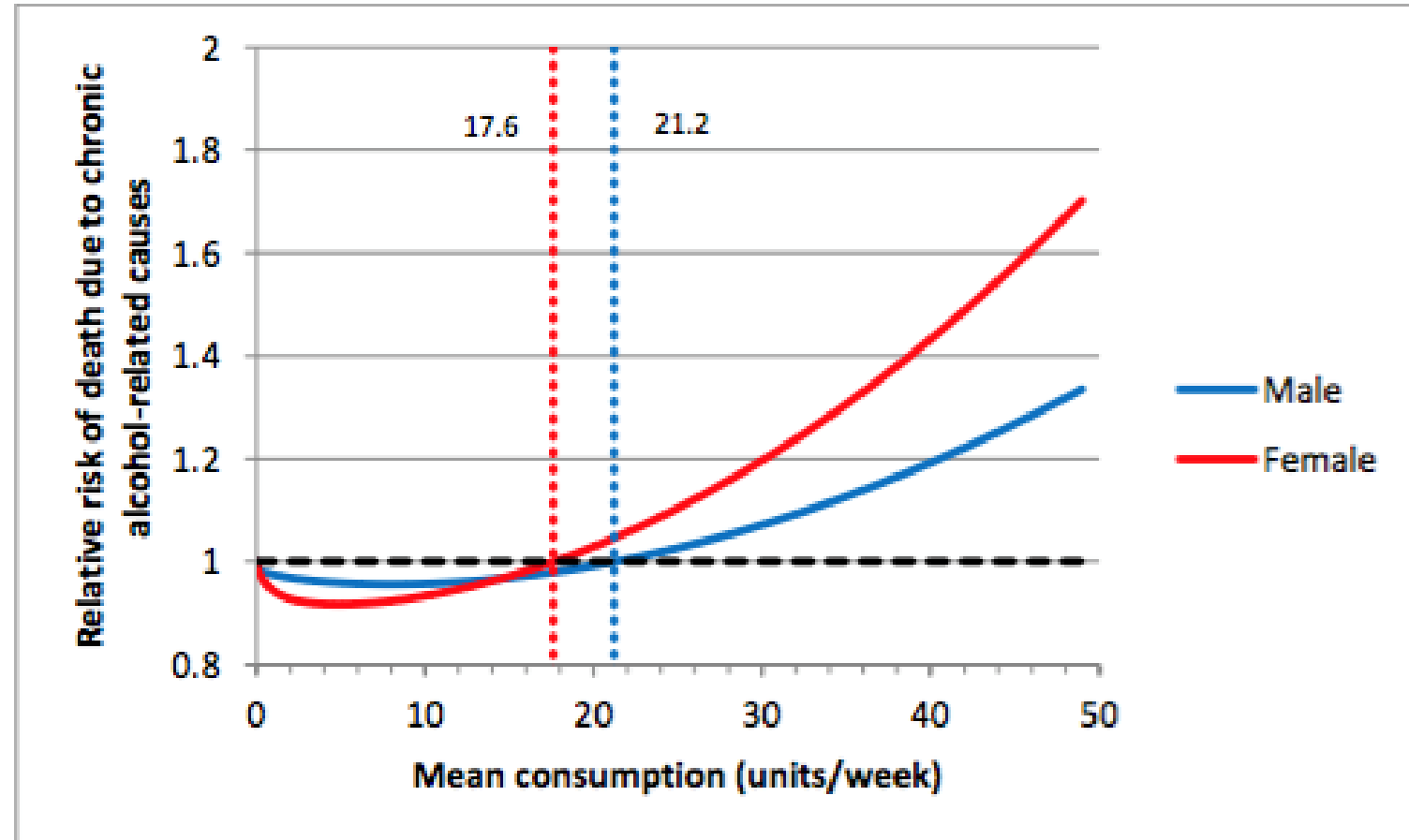
20-25+ glasses (0.35 per mille and more)

Knock-out - coma



Health

- Moderate drinkers live longer on average
- Average quantities;
 - Women 1-2 glasses per day
 - Men 3-4 glasses per day
- Health Council of NL recommends max. one consumption per day



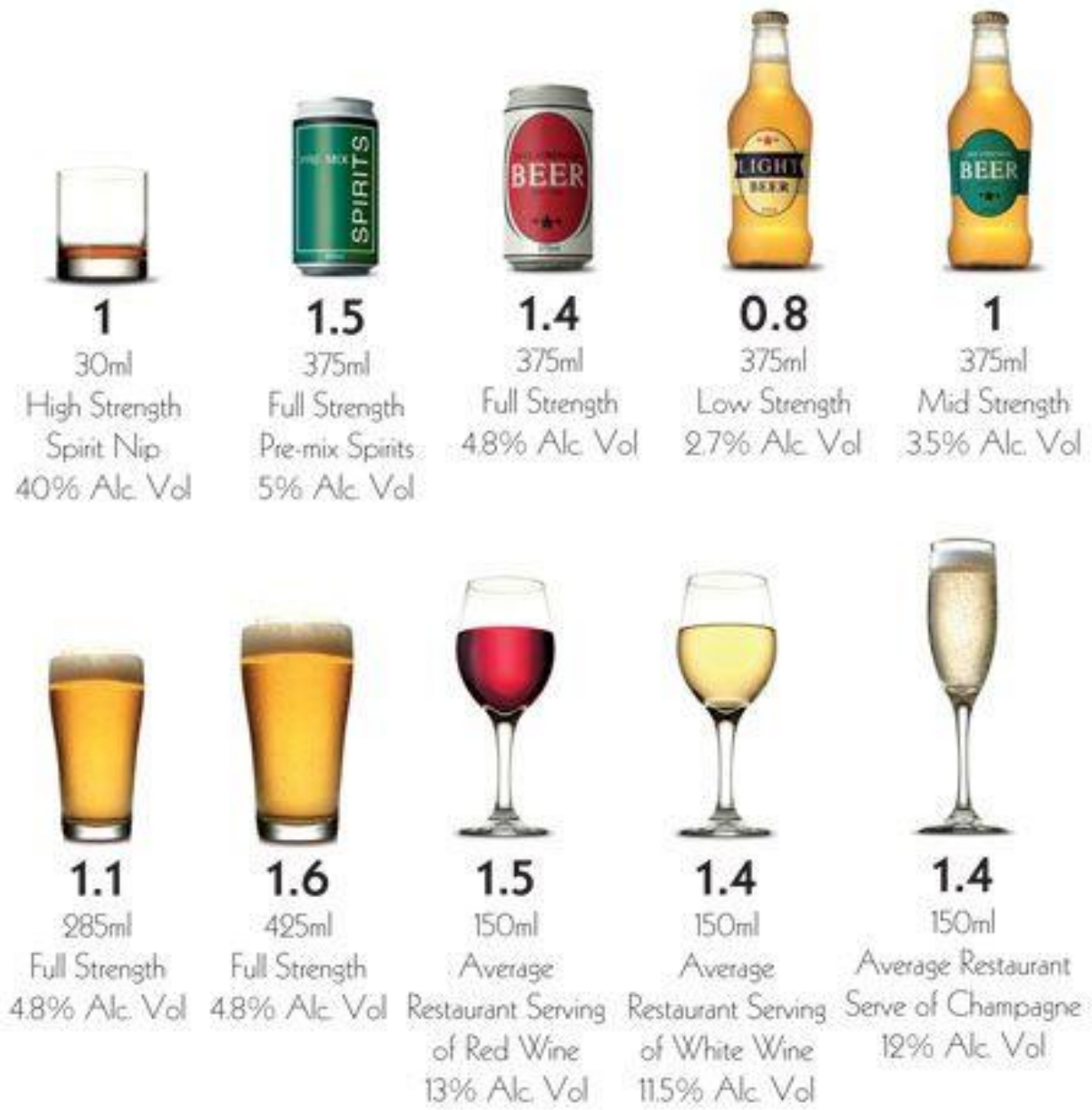
Human body

- The human body (and every body) metabolizes alcohol at 0.016% per hour
- Women metabolize slower than men
- Do not drink in case of
 - Use of medicines
 - Pregnancy
 - Underage (<18 years)
 - Drunkenness
 - Driving a vehicle



Alcohol, how much?

- One unit = 12,7 ml pure alcohol (10 grams)
 - 285 ml beer @ 5%
 - 150 ml wine @ 12%
 - 30 ml spirit @ 40%
- Human body metabolizes 1 unit in 1 to 1.5 hrs.

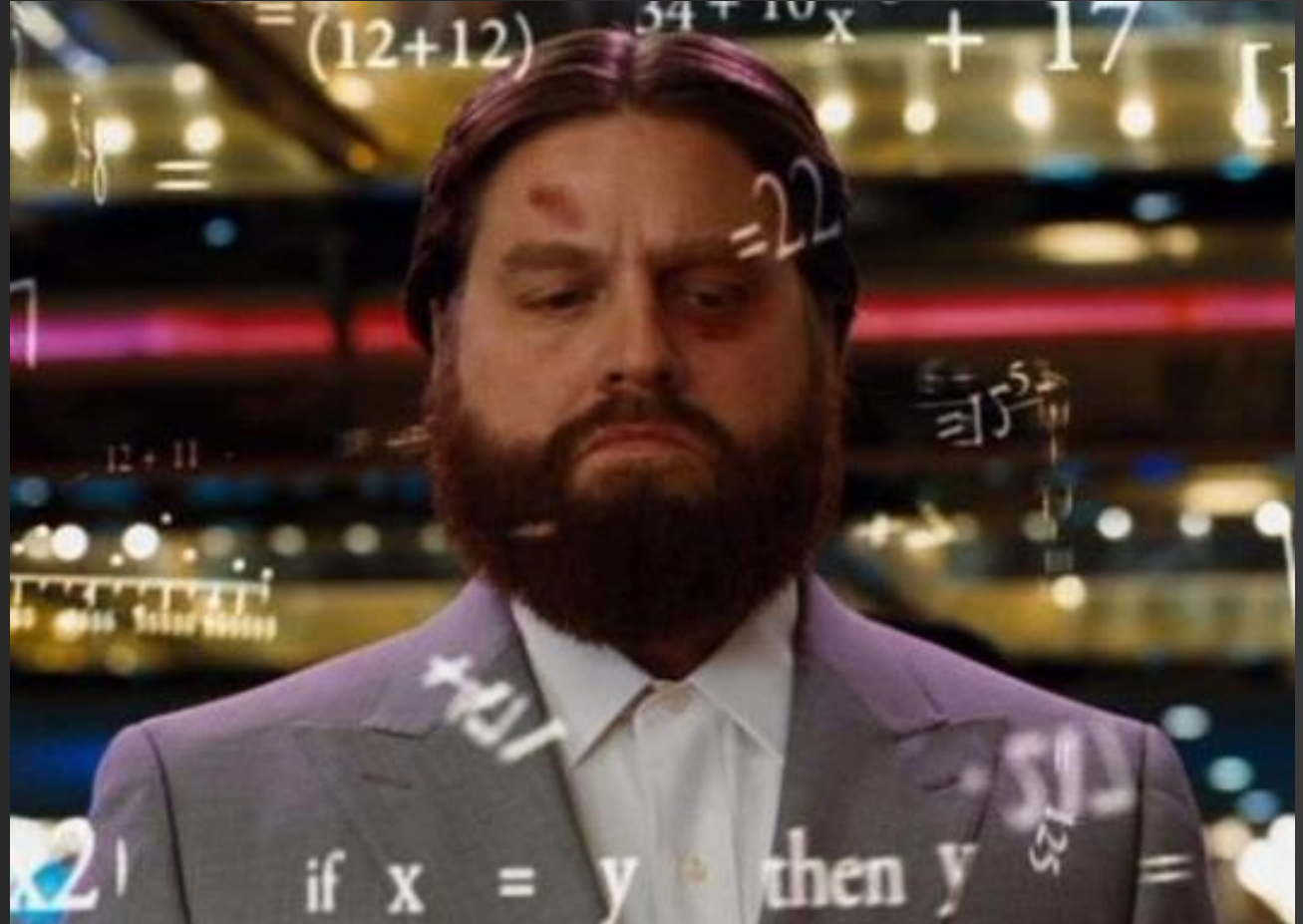


These are only an approximate number of standard drinks.
Always read the container for the exact number of standard drinks.

Alcohol, how many units?

Calculate units:

- Alcohol percentage x quantity in ml / 1250
- $\frac{(**\% \times ** \text{ ml})}{1250} = \text{number of units}$



Calculate

Cosmopolitan

45 ml vodka

30 ml Cointreau

15 ml lemon juice

10 ml cranberry juice

$$\frac{(37,5 \times 45)}{1250} = 1,69$$

$$\frac{(30 \times 40)}{1250} = 0,96$$

Lemon 0

Cranberry 0 +

Total = 2,65 units



Legal implications

- **Licencing and Catering Act (Drank & Horecawet)**
- **Penal Code (Wetboek Strafrecht)**
- **Road Traffic Code (Wegenverkeerswet)**
- No sales permitted to underage (<18 year)
 - Obligation to verify age by legitimate ID, unless someone is unmistakably an adult)
 - Prohibited sale intended to be passed on to minor <18 year
- Prohibited sale to intoxicated person
- Driving a vehicle while being intoxicated



Penalties

Serving minors (article 20, paragraph 1DHW)

- €1.360 fine against the hospitality facility for a first violation
- €2.720 fine for a 2nd violation

Indirect sales to minor

- €1.360 fine against hospitality facility in case of first violation
- €2.720 fine in case of a 2nd violation within 12 months

Fine against a minor in possession of an alcoholic beverage in public

- €95

Penalties

Legal purchase age must be clearly visible in a hospitality facility
(article 20, paragraph 4 DHW)

- €680 fine for not having LPA clearly visible

Working in a hospitality facility while intoxicated

- Withdrawal of hospitality license
- Consequence may follow from labor contract, including dismissal

Serving (alcohol) to intoxicated customer

- €8.200 fine or a prison sentence of max. of 9 months



Road Traffic Act (Wegenverkeerswet)

- Driver of a motorized vehicle is allowed a BAC* of max. of no more than 0,5 per mille
- Driver of a motorized vehicle who holds less than 5 years a drivers license is allowed a BAC of no more than 0,2 per mille

*BAC = blood alcohol content

- Driving while intoxicated is sentenced to a max. of 3 months imprisonment
and/or
- €8.200 fine
and/or
- Disqualification from driving

What's too many?

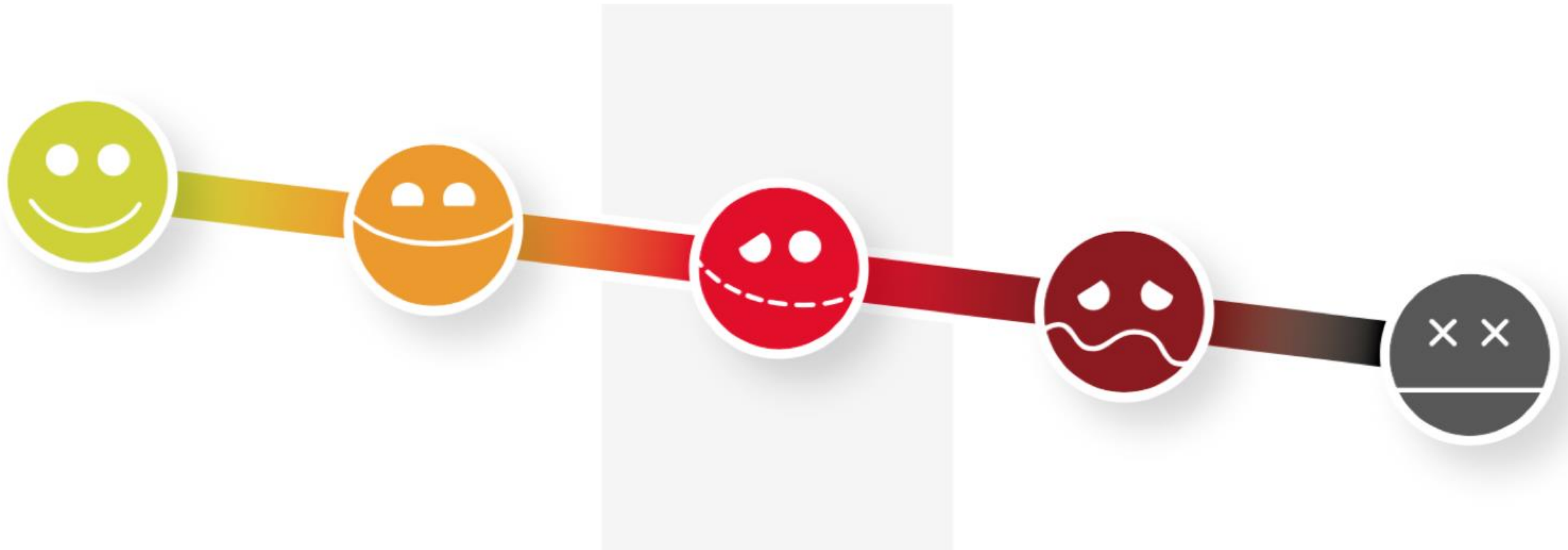
behavior

how to recognize the behavior of people who had too much to drink:

- Knock over objects (e.g. a glass);
- Accidentally dropping things (e.g. car keys);
- Unstable posture (wobble, trip);
- Loss of balance;
- slurred speech, impaired balance and coordination, unstable emotions
- Annoying other guests (being over amicable, touching).



How much is too much?



Intoxicated customers: how to say “no”?

- Remain friendly and polite.
- Be firm.
 - Do not argue.
- Explain:
 - “sorry, but you have had enough.”
 - “I am sorry, but if I serve you more, I may lose my job.”
 - “I am sorry, but serving you more would be a violation of the law”
- Do not use terms e.g. ‘drunken’ or ‘high’.
- Once you have made a decision, do not change it.
- Inform your management about the problem and if needed, alert security.
- Try to discourage intoxicated people to drive a vehicle.
- Offer a non-alcoholic drink as alternative



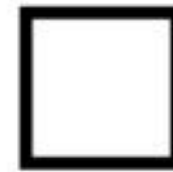
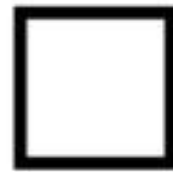
KEEP
CALM
AND
SAY
NO



UNIT

complaints: What to do

- Listen without interruption
- Apologize
- Sympathize
- Take action
- Thank your guest!



Golden rules

- Serve adults!
- **Check ID in case you doubt the age**
 - No ID, no service
- Know how much you serve
- Do not serve
 - Intoxicated guests
 - Minors (<18 years)
 - Pregnant women
 - Drivers of motorized vehicles

REMEMBER THE
GOLDEN
RULES



UNIT