



Support for staff - Responsible alcohol serving

Krogarnas' course material

Concepts and meaning in the program Responsible alcohol serving. This document, together with Krogarna's interactive training, provides you with the knowledge you need to serve alcohol responsibly, as well as getting to know the concepts that government officials may use when supervising. Text and information in this document are taken from the Alcohol Act, with its comments, and from FHM's educational material.

Alcohol policy / the impact of alcohol

Alcohol policy goals: The alcohol policy aims to promote public health by reducing the medical and social effects of alcohol. The goal is to be achieved through efforts that counteract harmful drinking behavior and contribute to a reduction in total alcohol consumption.

Limiting the harmful effects of alcohol may be to counteract overconsumption of alcohol, and to counteract premature introduction to alcohol.

Alcohol policy instruments / means: One of the paramount and most basic political instruments to achieve the objectives of alcohol policy is restrictive legislation in the area of alcohol, such as the regulation of serving activities.

Age Limits: In order to buy an alcoholic drink at a restaurant, you must be 18 years of age. The reason why there is an 18-year limit on the pub and a 20-year limit on Systembolaget is because at the restaurant / pub the staff have supervision of customers with policies aiming to prevent over-consumption of alcohol. A young person has less ability to break down alcohol than an adult and therefore there is greater damage to the body. However, people under 18 may stay in the restaurant as long as they do not drink or buy alcohol.

Animation: Marketing at the pub that encourages guests to drink more alcohol than they intend is forbidden and this is called animation. An example of this could be "buy two beers for the price of three".

Impact of alcohol: Alcohol can affect people very differently, some become happy and others become aggressive. Often one's state of mind while drinking is strengthened. When a person eats food and drinks non-alcoholic beverages along with alcohol, they become less intoxicated than if they would not eat or drink non-alcoholic beverages.

Public / closed party: Serving to the public involves a slightly greater risk of disorder compared to serving to a closed party. Different groups tend to end up in conflicts more often.

Standard glass: A standard glass is an international measure of the amount of alcohol. It contains 12g of alcohol, which corresponds to about 4cl of 40% liquor, 8cl of strong wine, 12-15cl of wine, 33cl of strong beer or 50cl of medium-strong beer. It takes about 2 hours to break down a standard glass.

Alcohol Act

Serving permit: In order to serve alcoholic beverages a serving permit is required by the municipality where the serving place is located. A serving permit means that a licensee has a right to serve guests alcoholic drinks for a fee.

Beverages

Liquor: Liquor means a liquid produced by distillation or other chemical processes containing alcohol.

Alcohol: By alcohol we mean ethyl alcohol.

Alcoholic beverages: The beverage must have an alcohol content exceeding 2.25% by volume. In the Alcohol Act, alcoholic beverages are divided into liquor, wine, beer and other fermented alcoholic beverages.

Liquor beverage: A liquor beverage is an alcoholic beverage containing liquor. A further condition is that the alcohol content exceeds 2.25% by volume. Liqueur, whiskey, Irish coffee and most drinks are in the group of liquor beverages.

Wine: Wine is a drink made by fermenting grapes or grape juice. A production of spirits produced from wine products that has an alcohol content not exceeding 22% by volume is regarded as a wine.

Beer: Beer is a fermented beverage made with dried or roasted malt as the main extracting substance.

Strong beer: Beer with an alcohol content exceeding 3.5% by volume.

Medium-strong beer: Beer with an alcohol content exceeding 2.25 but not 3.5% by volume.

Other fermented alcoholic beverages: Other fermented alcoholic beverages are beverages produced by fermentation of fruit, berries or other parts of plants. Examples of these beverages may be cider, fruit wines, berries, dandelion wine and mead.

Light beverages: A beverage that is non-alcoholic or that has an alcohol content of not more than 2.25% by volume is called light beverage. Thus, all beverages that have an alcohol content of no more than 2.25% by volume.

Non alcoholic beverages: The change that has taken place in 2022 is that in addition to the four alcoholic beverages (beer, wine, spirits and other fermented alcoholic beverages) there are also Non alcoholic beverages that you can get permission to serve, Non alcoholic beverages must contain more than 2.25% alcohol by volume.

These are the same rules as for drinks, that is to say that you may not serve Non alcoholic beverages to anyone who is underage or noticeably under the influence.

When assessing whether an alcoholic preparation is to be considered an Non alcoholic beverages, the following must be taken into account:

1. the composition and taste of the preparation,
2. whether by thawing, cooling, separation of constituents or supply of liquid can convert the preparation into an alcoholic drink, or
3. how it is marketed

That is, if it is for eating/drinking and that you can get an intoxicating effect. The most common is alcoholic ice cream.

The crime of serving alcohol to minors or those who are noticeably under the influence is now called illegal handling of alcohol instead of illegal handling of beverages.

Reasonable surcharge: Refers to the surcharge for serving and other handling costs. The alcohol sales must bear their own costs. A restaurant with a license to serve alcoholic beverages to the public should charge at least 25% extra on top of the purchase price to cover the handling costs. Pricing must not promote the sale of drinks with higher alcohol content.

Restaurant report: Anyone who has a serving permit must submit a report every year to the municipality where the serving place is located. The reason being that it must be possible to control the flow and management of alcoholic beverages. All purchases and sales of alcoholic beverages must be stated in the restaurant report. The staff must therefore always register all sales in the cash register and offer the guest a receipt.

Drinks from the restaurant: Drinks that are sold at a regular grocery store may be taken out from restaurants, such as medium-strong beer. However, no other alcoholic beverages may be taken from the restaurant.

Offering alcohol: A pub must not encourage guests to drink alcoholic beverages. Thus, it is not allowed to compensate a guest for a problem by complimenting them with an alcoholic beverage. However, it is ok to compensate a guest by offering coffee or dessert.

Prepared food: The licensee must be able to provide cooked or otherwise prepared food. The fact that the food must be cooked or prepared means that raw materials must have been processed in some way. Salads or sandwiches are not prepared food according to the law and do not meet the demand for a varied selection of dishes. After 23:00 simpler dishes may be offered. However, food should be offered as long as alcohol is being served.

Varied range of dishes: The licensee must be able to provide a varied range of dishes. Both starters and main courses as well as desserts shall be offered. It is not a requirement that hot dishes must be served, provided that the food supply and conditions otherwise have the general standard required for serving permits.

Facility

Serving Place: Permission to serve must be linked to a particular serving place. 'Serving place' means all premises and spaces used in a serving business. The restaurant must have its own kitchen in connection with the dining room.

Serving Facility: Serving Facility refers to the indoor part of the restaurant, where serving alcohol is allowed. The staff must be able to overlook the Serving Facility, among other things, in

order to supervise the area and determine which guests have access to alcoholic beverages as well as to detect any inconveniences that may arise. The premises must be approved by fire-, occupational- and health safety authorities.

Other delimited space: Other delimited space refers to part of a restaurant that is located outdoors and where alcohol is allowed, for example a terrace or an outdoor restaurant.

Prohibition of storage: Alcoholic beverages that, according to law, cannot be sold at the serving place cannot be stored there either. The prohibition of storage does not apply if it becomes obvious that a drink is not intended to be consumer at the place. For instance when a guest has left a beverage to be stored in the wardrobe or if it is intended to be used for cooking in the restaurant.

Ingestion prohibition: Alcoholic beverages that are not legally allowed to be sold at a restaurant must also not be consumed there. This means that guests are not allowed to bring their own alcoholic beverages to drink at the restaurant / tavern.

Evacuation of the restaurant: All guests must have left the restaurant no later than 30 minutes after the serving has ended. The serving time is written into the restaurant's license. In order to maintain a good atmosphere and avoid conflicts, it is convenient to ask whether the guests want to order more in good time before the serving ends.

Order and preparation

When serving alcoholic beverages, staff must ensure that they serve with moderation and to avoid disturbances due to disorder or intoxication.

Order: There should be a positive atmosphere in the pub, the staff must clearly show that they have control over the serving operation. There should not be glass on the floor or lots of empty bottles on the tables, etc. Disorder at the serving place must be counteracted. This applies to both disorders associated with alcohol consumption and those who are not related to alcohol. Examples of the latter may be that guests behave disruptively without being affected by alcohol or that criminal activities occur, such as narcotics or harmful crimes. If disorder occurs, the situation must be taken care of. This can be telling guests to behave, to reject them or, if it's the only option, vacate the serving place.

Sobriety: At a restaurant, guests should be sober. They may then be moderately drunk (happy and excited) but they must not be noticeably affected by alcohol or other drugs. Signs of intoxication may be that a person becomes disturbed, falls asleep at the table, struggles or has difficulty controlling his speech and behavior in general.

Noticeably affected by alcohol: Being noticeably affected means reaching a the level of intoxication that is not allowed at a restaurant.

Intervention

The municipality's interventions are designed to remove disorder and prevent disorder from arising. Measures against the licensee are not intended to be a punishment, but are considered means to help create a good restaurant environment.

Reminder: If the holder of a serving permit violates the Alcohol Act and the conditions or regulations that have been communicated to him, the municipality may notify the licensee with a reminder. The reminder is used when minor offenses occur.

Warning: In the case of more serious cases or repeated offenses, a warning may be issued without prior notice. These can be financial or personal deficiencies, serving minors or minor repeated mistakes. If someone has received several reminders, especially if they refer to the same type of occurrence, the licensee should be given a warning.

Recall: If a licensee has previously been assigned one or more warnings and is guilty of a new offense that is beyond trivial, or if he or she fails to rectify misconduct that resulted in a warning, one should consider withdrawing the permit. In some cases, withdrawal of permit may be done without prior warning.

Examples of such cases are serious financial malpractice, the licensee being guilty of crimes that are considered unsuitable, criminal activity tied to the serving place that has not been reported or that serving of minors or repeated cases of disorder have occurred without the licensing authority being notified.

Conditions: The municipality can determine conditions for how the service is to be conducted. Conditions under the Alcohol Act may only be used to counteract the effects of alcohol policy. The municipality can for example give conditions that apply:

- what serving rooms can be used and how, -if security guards should be available,
- that alcoholic drinks can only be served through table service, -serving times that must apply,
- how and when a drink bar may be used and more.

Illegal drink handling: Anyone who intentionally or carelessly sells or delivers alcoholic beverages to someone who is not 18 years or older or who is noticeably affected by alcohol / other intoxicants and who violates the regulations concerning storage or consumption, can be convicted of illegal handling of alcohol.

Narcotics

The Alcohol Act states that no noticeably affected individuals may be served or located in the serving room. The term noticeably affected also includes people who are affected by narcotics. If a licensee does not actively attempt to discourage the use of narcotics, action may be taken against his / her serving permit.

The pub is responsible for ensuring that the restaurant is free of narcotics and that no drug-affected guests are admitted to the pub. It is also prohibited to serve alcohol to someone who is under the influence of narcotics. If the licensee does not take action to prevent and reduce drug problems, the restaurant / pub may lose its permit. If the pub has security guards, they must

report to the police if they discover that a guest is using or is under the influence of drugs. One of the most common narcotics in the pub is cocaine. Other common drugs are cannabis (hash / marijuana), as well as ecstasy-like preparations. It is also common for psychoactive drugs to be mixed with alcohol, which can rapidly change a person's state of mind.

Cocaine / Amphetamine: Amphetamine and cocaine affect the central nervous system. Amphetamines can be injected, sniffed or mixed and consumed in liquid form. Cocaine is often consumed by sniffing, but can also be smoked. Amphetamine and cocaine induce an intoxication that produces feelings of increased energy, self-confidence and sharpened mental awareness. The cocaine intoxication lasts about 40 minutes, the amphetamine intoxication for several hours. Signs of the effects of amphetamine or cocaine can be tense jaws, large pupils, extreme talk and overly excited behavior. The person may appear forcing, confident and arrogant. Other signs may be that he or she can tolerate a lot of alcohol without getting drunk.

Ecstasy: Ecstasy or preparations similar to Ecstasy (often drugs that are purchased online) are used by people in the pub. These preparations usually come in tablet form. Whoever takes ecstasy becomes positive to their surroundings. The person becomes "cuddly" and open and gets a sense of increased self-confidence, increased energy and strength. At higher doses, one can experience hallucinations. Signs of someone using ecstasy may be large pulsating pupils, redness, sweating, tense jaws and chewing. The body temperature is raised sharply and the person can drink a lot. Ecstasy is usually not combined with alcohol.

Cannabis: Hash and marijuana are the most common cannabis products. Hash is a resin that is mixed with adhesives and pressed into cakes that are usually brown or black. Marijuana is some dried parts of the cannabis plant. Hash smells sweet, like incense or burnt grass. The most common is smoking marijuana and hash. The rush is usually over in 2-3 hours. Signs of the person who abuses cannabis can be red eyes, large pupils and intense cravings for sweets. Reflections become slower and movements imbalanced. The pulse is raised and the mouth becomes dry.

Benzodiazepines: Benzodiazepines are drugs used in the treatment of anxiety and insomnia. These drugs can be combined with alcohol to enhance the effect of alcohol. Some people who take Benzodiazepines and drink alcohol do not think about the effect of such a combination. A person who combines these can react in different ways depending on which drug they take, they can become very aggressive, lose all empathy or faint among other things.

Check: To help prevent the use of narcotics in the pub, staff can check guests running in and out of the pub, check toilets and other risk areas continuously as well as circumstances that do not appear or feel natural. When suspecting the illegal misuse of narcotics, security guard or police must be called upon.

Inspection

Authorities: There are several authorities that will make inspections at your restaurant. When the tax authority, the municipality, the police, the environmental administration, the fire- or

environment authority comes for an inspection, you must be cooperative. An official must always be able to identify himself if he is to enter your staff facilities.

The municipality: It is the municipality that grants your serving permit and they are also the ones who can give your business a reminder, warning or revocation if laws and regulations are overstepped. The other authorities report to the municipality.

During inspection, the general sales regulations are checked. This could be inspecting how the business is conducted in terms of order and sobriety and that no minors and / or noticeably affected individuals are being served alcohol, that cooked food is being served and that there is a person serving in place. They also check that the sales are being conducted in accordance with the permit as stated in the license certificate. What kind of alcoholic beverages are served, if serving is made to the public or to closed parties, serving rooms, the kitchen's condition, food supply, serving time and if conditions that may have been reported are followed. Furthermore, it is checked that the storage and consumption bans are complied with, the availability of light beverages, that the special rules that the marketing are followed and sales are recorded.

The police: The police supervise your restaurant with special emphasis on maintaining order and sobriety. The police report to the municipality and prepare the charges if a law violation has occurred, such as over-serving.

The inspections conducted by the police may vary:

Visible: Uniformed personnel who are clearly visible. It can be on command, for example at a student party reception, or it can be a regular patrol. Works well in preventing crime, guests are more calm and staff think twice before serving.

Civil: Dressed in civilian clothes but with full equipment. Under civil inspection, the police can take their time without being occupied by anything else, a uniformed police there are many who want to go to. The police usually enter the restaurant by showing their credentials, therefore the staff usually become aware of their presence. The police often choose civil inspection when operating along with other authorities, such as the municipality and the Swedish Tax Agency.

Hidden: Under hidden supervision, the police have no equipment, they look like an ordinary guest. They stand in line, pay entry, buy alcohol drinks and more. This way is often used when there is suspicion that criminal activity is going on in the restaurant, or when there is information that the staff is serving minors.

Staff responsibility

All staff at a restaurant shall take responsibility in maintaining order. However, some members of the staff have different authorities on the matter.

Security guard: A security guard is appointed by the police. He or she should therefore always notify the police if they become aware of a crime. The security guard is the only person in the restaurant who can use force to remove a guest. However, a security guard may not body search a guest to search for alcohol.

Entrance Host: The Entrance Host has no more authority in dealing with customers than any other person employed by the restaurant. Entrance hosts, as well as other staff, may body search guests to search for alcohol, if the guest themselves agree. This is considered a civil agreement between the restaurant and the guest. If the guest does not agree, this may be the basis for rejection to the restaurant.

License: The licensee is the person who is running the business and who has the ultimate responsibility for serving. He or she must be at least 20 years of age.

Serving manager: The licensee or the appointed serving manager must supervise the serving and be present at the serving place during the entire serving period. The person responsible for serving must have reached the age of 20 and be suitable for the task with regard to his or her personal characteristics and the circumstances in general. The person responsible for serving must have acquired knowledge of the Swedish alcohol legislation.

Employed staff: Only those who are employed by the licensee or who are hired by a staffing company may be hired as kitchen or serving staff or for tasks that are of importance to order and sobriety. The requirement that all staff must be employed concerns all personnel involved in the serving business.

The staff who do not belong to the actual serving business need not be employed by the licensee or hired by a staffing company. For example, people working in wardrobes, musicians (eg troubadours), casino staff, guards etc.

In the Alcohol Act, there is no provision for the minimum age for serving staff.

Receipt: All purchases made must be registered in an approved cash register. The customer must always be provided with a receipt for their purchase.

Listen to the authorities: Listen to the authorities and fix deficiencies right away!

If the police make the assessment that the level of intoxication is too high or that there are too many guests in your restaurant, then it is important that you take action. Whatever you can change should be dealt with right away. Then it is important that you gather the staff and go through what went wrong. Make an action plan and document everything that you are doing. The municipality will most likely contact you for a comment before taking any action and will then see that you are being sincere.

You and an authority person may have different opinions about a situation. Therefore, it is important that you always document what has happened, then you can also go back in the documentation and prevent potential risk areas.

Documentation: Document the following when the authorities intervene:

- The time of the incident.
- The day.
- Who the government representative is.
- The authority's opinion.
- Your own opinion.
- Names of witnesses to the incident.

Good luck with the business!

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