



**NERANG RSL**  
AND MEMORIAL CLUB INC.

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**Nerang RSL  
& Memorial Club  
Responsible Service of  
Alcohol Policy**

## **Our Vision**

Nerang RSL & Memorial Club Inc provides a complete hospitality and entertainment experience to our members and the community in a safe and friendly environment.

Our goal is to provide an exemplary level of service by continually raising the benchmark, whilst promoting the highest commitment to responsible gambling and service of alcohol.

The Club fosters a strategic alliance with the RSL, sponsoring youth development, schools, sports, charities and community groups

## **What is Expected**

Staff members are expected to provide a professional common sense approach to all aspects of Club activities. Each staff member is to ensure that a responsible approach is utilised when serving alcohol.

At all times that the directions of the Staff Handbook and Staff Manuals are adhered and directions from Supervisors and Duty Managers followed to ensure a safe, pleasant working environment.

## **Our Commitment to Providing and Enjoyable, Safe Environment**

This Association is firmly committed to providing a safe, enjoyable and harmonious environment for all associated with the Nerang RSL and Memorial Club Inc.

## **What is Unduly Intoxicated**

“... A STATE OF BEING IN WHICH A PERSON'S MENTAL AND PHYSICAL FACULTIES ARE IMPAIRED BECAUSE OF CONSUMPTION OF LIQUOR SO AS TO DIMINISH THE PERSON'S ABILITY TO THINK AND ACT IN A WAY IN WHICH AN ORDINARY PRUDENT PERSON IN POSSESSION OF HIS OR HER FACULTIES, AND USING REASONABLE CARE, WOULD ACT UNDER LIKE CIRCUMSTANCES.”

## Detection of an Intoxicated Person

If a person shows a combination of several of these signs, that is a strong indication that the person is intoxicated.

- Spilling drinks and the inability to find one's mouth with glass
- Rambling conversation, loss of train of thought
- Annoying other customers and employees
- Swaying and/or dozing while sitting at a bar or table
- Becoming loud, boisterous and making comments about others
- Crude behaviour
- Clumsy, uncoordinated
- Aggressive or belligerent
- Inappropriate sexual advances
- Change in gait – stumbling
- Becoming agitated or argumentative
- Becoming careless with money, buying rounds for strangers
- Difficulty moving around objects. Bumping into or knocking over furniture
- Making irrational or nonsensical statements
- Inability to light a cigarette
- Falling down
- Glassy eyes, lack of focus, loss of eye contact
- Letting cigarette burn in ashtray without smoking it
- Altered speech patterns, such as slurred speech
- Inability to pick up change from table/bar.

## Dealing with Intoxicated Persons

- You may request an individual alter his/her drinking pattern (e.g. drink light not heavy etc) if you consider the individual to be drinking too quickly.
- Warn the individual that if they continue to drink at this pace you may need to refuse them service if they become intoxicated
- Where practical, a warning is to be issued prior to final refusal of service
- Advise a Duty Manager beforehand if you wish to refuse to serve an individual due to intoxication.
- Advise your supervisor of your observation and request that they decide the fate of the individual.

IT IS THE RESPONSIBILITY OF BAR STAFF TO REPORT ANY OBSERVATION OF AN INTOXICATED PERSON TO YOUR IMMEDIATE SUPERIOR.

## Supervisory Staff

The supervisor is to deal with the situation, as he/she believes is best, utilising guidelines of the House Policy. Ultimately a common sense approach is required, always ensuring that the individual concerned is treated as a most important person, remembering this person has done nothing more than to consume too much alcohol.

## Assistance to be Offered to Intoxicated Persons

- Non Alcoholic Drinks
- Coffee
- Offer a lift home on the Club Bus
- Offer to call a taxi

## Record of Refusal of Service/Related Problem

All incidents of refusal of service must be recorded in the appropriate book. Please ask a Duty Supervisor for the book.

Any related problems may be entered into the incident book where action may be taken against the individual concerned.

The record of refusal will include a description of who, when and what action was taken to rectify the situation, also what assistance was offered to the individual and who refused the individual service.

## Refusal of Entry

Refusal of entry will be to those individuals who;

- Are intoxicated
- Are underage
- Live within 15 kilometres and not a member of a reciprocal club
- Do not adhere to the Clubs dress code
- Cannot provide any identifying proof of address

Individuals fitting this category are to be treated in a courteous manner and advised of the Clubs policy with regards to this manner.

If further problems continue the Duty Manager/Supervisor is to be called to Reception to enforce to the individual the policy of this Association.

## Our Commitment to Staff Development

This Association is firmly committed to the development of staff, ensuring each staff member possesses a secure knowledge of the Liquor Act and their responsibilities relating to the Liquor Act.

## **The Associations Commitment to Promote Responsible Service of Alcohol**

The Management Committee and Management totally support staff that serve alcohol to members and bona fide guests of this Association in a responsible manner.

By entering the Clubhouse members and guests are required to abide by this Associations rules and those of the various State Authorities whom relate to the activities of the Association.