

Liquor Licensing Division approved course in

RESPONSIBLE SERVICE OF ALCOHOL

(THHBFB09B)

This full-day course is recommended for all servers of alcohol and is Nationally Recognised Training:

- 🍷 Identification of customers to who service must/may be refused in accordance with state regulations
- 🍷 Minors
- 🍷 Acceptable proof of age identification
- 🍷 Standard drinks
- 🍷 Preparation & service of alcoholic beverages responsibly
- 🍷 Assisting customers to drink within appropriate limits
- 🍷 Recognising signs of intoxication
- 🍷 Refusal of service
- 🍷 Assisting alcohol affected customers
- 🍷 Conflict resolution, requesting customers to leave
- 🍷 Recognising & reporting of situations where assistance is required



In addition to:

- 🍷 Harm Minimisation
- 🍷 Responsible server practices
- 🍷 Drink spiking
- 🍷 Crowd controllers

Have you got the Perfect Pour?

Learn from the Master of Draught Beer Pouring on the Foster's Australia Beer Academy Truck - a **FREE** bonus for RSA training attendees.

Perfect Pour training covers:

- Draught Beer Knowledge
- Draught Beer Service and Presentation
- Draught Beer Dispense Systems
- Trouble Shooting Draught Beer Problems



DATE: Tuesday 18th March 2008
VENUE: Fosters Beer Academy Truck
Newtown Hotel
64 Anzac Ave
Toowoomba
TIME: 9.00am – 3.00pm
COST: \$80 per person

Includes: light lunch, participants manual & QHA Statement of Attainment (nationally recognised)

Cancellation Policy: QHA Training Centre 'Course Policy' can be found on our website at www.qha.org.au