



STANDARD OPERATING PROCEDURE

FOOD AND BEVERAGE OPERATIONS		
SOP:	Dealing with Intoxicated Guests	SOP # :
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OBJECTIVE:

To handle intoxicated guests in a professional manner.

POLICY:

Colleagues serving alcohol should at all times, be aware of the level of intoxication reached. It is a legal requirement to stop serving guests when you feel they have had sufficient alcohol.

Management to handle the situation professionally and stop serving the guest alcoholic beverages.

PROCEDURE:

- Report to your supervisors/managers if you notice a guest with signs of intoxication. A guest may be intoxicated if:
 - ☞ His/her speech pattern becomes indistinct or slurred.
 - ☞ He/she develops certain loudness of speech or can be very, unusually quiet.
 - ☞ He's/she slouching on the chair or cannot carry him/herself well or wobbles when he/she walks.
 - ☞ He's/she's easily disturbed or displays extreme impatience or even abusive.
- If the guest requests further alcohol you should politely take the order and inform the management immediately before serving.
- Supervisor/manager will exhaust all means where guests will not be served alcoholic beverages anymore. This can be done by persuading the guest to take another non alcoholic drink or engage him/her in a conversation or by simply telling him/her that we are unable to serve alcoholic beverages anymore.
- Inform all colleagues that you have informed the guest that they will not be served further.
- If the guest has a tab running make sure the amount is rung through and the bill is settled before the guest departs.
- The Duty Manager must be advised if a highly intoxicated guest is leaving the restaurant unaccompanied.

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KEY POINTS:

- Approach the guest in an open postured and friendly manner.
- Always keep your voice firm and even toned this can usually get the point across and the guest will understand.
- Do not argue with the guest.
- Exercise caution in dealing with intoxicated guests. Inform other team members.
- Ensure unpleasant situations are fully noted on the Outlet Report & Logbook and passed on to the General Manager & Management Team.