Remember the 4 RSA principles

1. Recognise and refuse liquor service to intoxicated patrons.
2. Drunk or disorderly patrons are not allowed on premises.
3. Do not supply liquor to minors.
4. Discourage activities that may cause harm to themselves and others.

If you need to refuse service

Tell early
Avoid put-downs
Keep calm
Ever courteous

Clarify refusal
Alternatives offered
Report
Echo the message to regulars

Penalties apply

Know your responsibilities