



TOP O' MICHIGAN
INSURANCE SOLUTIONS



Responsible Alcohol Service Guide

A Server & Establishment Training Reference for Michigan Businesses

Signs of Intoxication



- **Inhibitions:** More talkative, loud, or obnoxious; mood swings; losing self-control.
- **Judgment:** Inappropriate behavior; foul language; overly friendly; drinking faster.
- **Reactions:** Glassy or unfocused eyes; slow or slurred speech; losing train of thought.
- **Coordination:** Stumbling, swaying, or dropping items; trouble handling money or drink.

What To Do



Before Serving - Evaluate: Check appearance & age; engage in brief conversation; ask specific questions; serve with food & monitor, or refuse.

Slowing Down: Visit table less often; suggest water, food, or non-alcoholic drink.

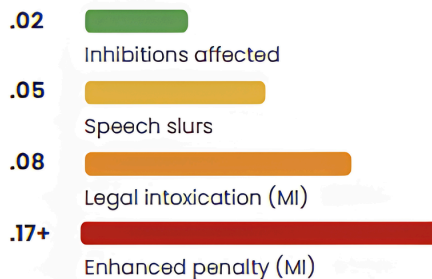
If Intoxicated - Act Immediately: Stop alcohol service; inform management; stay friendly but firm; do NOT allow driving; arrange alternate transportation; document in writing.

Contributing Factors

- Body size — smaller = faster effect
- Gender — women often reach higher BAC faster
- Rate of consumption (gulping drinks)
- Strength of drink
- Drug or medication use
- Food — a full stomach slows absorption

1 standard rink = 12oz beer = 4oz wine = 1.25 oz 80 proof liquor

BAC at a Glance



Body eliminates **~1 oz alcohol/hr.**
Tolerance hides the signs but does **NOT** lower BAC.

Checking ID - F.L.A.G.

- F** Feel - check texture & edges
- L** Look - photo, DOB, expiration date
- A** Ask - question them; watch for nervousness
- G** Give back, or confiscate if fake/altered

Acceptable: driver's license, State ID, Military ID, passport, green card. Card anyone who appears under 40.

Unacceptable: student IDs, expired IDs, borrowed IDs

Alcohol Overdose - Medical Emergency

Symptoms: unresponsive to stimulation or pain; abnormal or slow breathing. Call 911 immediately. Do not leave the person alone. Place them on their side to prevent choking.

Never do these:

- Give coffee or food to sober them up
- Let them "sleep it off" unsupervised
- Allow them to drive

Documentation - ALWAYS Keep Records

- Credit card receipts
- Security video footage
- Employee schedules on duty
- Police reports, if applicable
- Daily incident log book
- Cutoff decisions — reason, time, and server name

Michigan law: .08 BAC = legal intoxication · .17 BAC = enhanced penalty · .00 BAC zero tolerance for minors · minimum drinking age: 21

Provided by **Top O' Michigan Insurance Solutions.** Questions about Liquor Liability or Dram Shop coverage for your bar, restaurant, or event venue? Talk with a local Top O' Michigan agent.

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