



Staff and Volunteer Training Policy: **Responsible Service of Alcohol**

1. Purpose

The purpose of this policy is to ensure that all individuals involved in the sale or supply of alcohol at the Club are appropriately trained to prevent intoxication, serve minors, and maintain a safe social environment.

2. Mandatory Qualifications

- **Manager's Certificate:** At all times when alcohol is being sold or supplied, a certified Manager must be on duty, and their name must be prominently displayed.
- **LCQ (Liquor Controller Qualification):** The Club encourages and may subsidise long-term bar volunteers or staff to obtain their LCQ to support the Duty Manager.

3. Induction Training (New Staff & Volunteers)

Before serving behind the bar for the first time, every individual must complete an induction session with the Club Manager or a certified Duty Manager covering:

- **The Premises License:** Location of the "Red Line" (licensed area) and permitted trading hours.
- **Minors:** How to check ID (New Zealand Drivers License, HNZ 18+ card, or Passport) and the "Challenge 25" rule.
- **Intoxication:** Recognizing the signs of intoxication using the **SCAB** tool (Speech, Coordination, Appearance, Behaviour).
- **Food & Water:** Ensuring free water is always available and substantial food is promoted.
- **Refusal of Service:** Techniques for diplomatically refusing service to intoxicated persons.

4. Regular Refresher Training

To ensure standards do not slip, the Club will conduct:

- **Quarterly Briefings:** Short updates at committee or sectional meetings regarding any changes in local alcohol laws or club incidents.
- **Annual Workshop:** A formal "Host Responsibility" refresher session for all active bar volunteers, typically held at the start of the summer bowls season.
- **Incident Logs:** All staff must be trained on how to record "near misses," refused sales, or ejections in the **Bar Incident Register**.
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5. Transport Options

All staff and volunteers must be familiar with the Club's transport plan, including:

- The location of local taxi/rideshare contact numbers.
- Procedures for assisting a member who may be impaired to get home safely.

6. Compliance Monitoring

The Duty Manager is responsible for supervising volunteers during their shift. Any volunteer who consistently fails to follow Host Responsibility guidelines will be removed from bar duties until further training is completed.

7. Record Keeping

The Club Secretary will maintain a **Training Register** including:

- Names of staff/volunteers trained.
- Dates of training and refreshers.
- Copies of Manager's Certificates and LCQ qualifications.

Safe Transport

- **Auckland Transport:** Information on local bus routes, including the [#75 \(Glen Innes to Midtown via Remuera Road\)](#) and other services from the stops on Remuera Road, is provided.
- **Nearby Trains:**

[Remuera Train Station](#)

is located approximately 0.5 km from the club (6-8 min walk) for those using the Southern or Eastern lines.

- **Local Taxi Companies:** The following local services are recommended for their availability and reliability in the Remuera area:
 - [Auckland Co-op Taxis](#): 09 300 3000
 - [Corporate Cabs Auckland](#): 0800 789 789 or 0800 733 833
 - [Alert Taxis](#): 09 309 2000
 - [Budget Taxis](#): 09 849 3000
 - [Driving Miss Daisy \(Remuera\)](#): 09 520 3405 (for pre-booked companion driving)
- **Rideshare Options:** [Uber](#) is active in the area and can be booked via their app or by calling 0800-GO-UBER (0800 46 8237).
- **Phone Access:** A phone is located in the office for members and guests to call for transport.