



# OREGON ALCOHOL SERVER EDUCATION

This workbook is designed to accompany the Oregon Alcohol Server Education training program. Use it to follow along with the lessons, complete activities, and take notes.

Each unit contains summaries, detailed learning content, activities, reflection prompts, and review questions to reinforce your learning.

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## Unit 1: Oregon's ASE Program

Lesson Summary: Oregon requires all alcohol servers to complete an Alcohol Server Education (ASE) program before obtaining a service permit. This unit explains the OLCC's mission, alcohol as the nation's leading drug problem, the three duties of servers, and the service permit process.

### Key Points:

- OLCC mission: promote public interest through responsible alcohol sale and service.
- Alcohol abuse is the #1 U.S. drug problem, contributing to thousands of deaths and billions in costs yearly.
- Three Duties:
  - \* Legal Duties: duties required by law (e.g., refusing service to minors & VIPs).
  - \* House Duties: policies created by your workplace, often stricter than law.
  - \* Professional Duties: standards servers adopt personally to protect customers and the public.
- Service Permits: who needs them, age requirement (18+), inspection requirements, and application process.

### Activity:

Write one example each of a Legal Duty, a House Duty, and a Professional Duty you might follow at work.

### Reflection:

Why is responsible alcohol service important for public safety and your own career success?

### Review Questions:

1. What is the OLCC's mission?

2. What are the three duties of a responsible server?

3. Who is required to obtain a service permit and at what age?

## Unit 2: What is Alcohol & How Does It Affect the Body

Lesson Summary: This unit explains what alcohol is, how it works in the body, factors that impact impairment, common myths, and dangers of mixing alcohol with drugs.

### Key Points:

- Alcohol is a depressant; ethanol is the active ingredient in beer, wine, and liquor.
- Proof vs. ABV:  $\text{proof} = 2 \times \text{ABV}$ .
- Standard drink sizes: 12 oz beer, 5 oz wine, 1.5 oz liquor.
- BAC (Blood Alcohol Concentration): the measure of alcohol in the blood, influenced by weight, gender, food, time, and quantity.
- Average metabolism: 1 drink per hour.
- Myths debunked: coffee or cold showers don't sober someone up.
- Mixing alcohol with drugs can create dangerous, even fatal, effects.

### Activity:

List two alcohol myths you've heard. Explain why each is false based on what you learned.

### Reflection:

How could misunderstanding BAC or alcohol myths affect your ability to serve responsibly?

### Review Questions:

1. What is BAC and what factors influence it?

2. How many standard drinks can the body process per hour?

3. Why is it dangerous to assume someone who is passed out will 'sleep it off'?

### Unit 3: How to Check IDs and Avoid Serving Minors & VIPs

Lesson Summary: Servers must know Oregon's ID laws, recognize acceptable IDs, spot fake IDs, and avoid serving minors or visibly intoxicated persons (VIPs).

#### Key Points:

- Laws on serving minors and restricted areas.
- Acceptable IDs in Oregon (six types of valid IDs).
- U-CARD method for ID verification.
- Recognizing fake, altered, or borrowed IDs.
- Minor Decoy Program used by OLCC to ensure compliance.

#### Activity:

Practice using the SCAB method (Speech, Coordination, Appearance, Behavior) to identify signs of intoxication.

#### Reflection:

How does checking every questionable ID protect both you and your employer?

#### Review Questions:

1. What are the six elements of a legally acceptable ID in Oregon?

2. What is the U-CARD method?

3. What is the purpose of the Minor Decoy Program?

## Unit 4: How to Identify a Visibly Intoxicated Person (VIP)

Lesson Summary: This unit teaches the signs of visible intoxication and introduces the Good Faith Effort Law.

### Key Points:

- Visible intoxication is the legal standard, not BAC.
- Observable signs: slurred speech, poor coordination, mood swings, aggressive or inappropriate behavior.
- Good Faith Effort Law protects servers who refuse service based on observed intoxication.
- Drink equivalency charts help estimate BAC but observation is key.

### Activity:

List three behavioral or physical signs you might see in a visibly intoxicated customer.

### Reflection:

Why must servers rely on visible intoxication signs instead of BAC when deciding to serve?

### Review Questions:

1. What is the Good Faith Effort Law?

2. Why is visible intoxication the legal standard?

3. What are standard drink equivalencies?

## Unit 5: Techniques for Dealing with VIPs and Minors

Lesson Summary: Learn professional intervention skills, scripts, house policies, and responsible marketing strategies.

### Key Points:

- Stay professional and calm when refusing service.
- Use clear, polite, and firm language when denying service.
- House policies reinforce safe practices and protect staff.
- Responsible marketing avoids promotions that encourage binge drinking.

### Activity:

Role-play refusing service to a VIP or denying service to a minor using sample intervention scripts.

### Reflection:

What attitudes or strategies help you remain calm and professional during conflicts?

### Review Questions:

1. What are the key professional attitudes for intervention?

2. Give an example of a responsible marketing policy.

3. Why should managers support staff who refuse service?



## Unit 6: Third Party Liability & Drinking and Driving Laws

Lesson Summary: Servers must understand liability issues, DUII laws, and the importance of documentation.

### Key Points:

- Third party liability: when a server/business is held liable for damages caused by an intoxicated person served alcohol.
- Importance of incident logs to protect against liability.
- DUII laws and penalties in Oregon.
- Role of designated driver programs in preventing harm.

### Activity:

Create a sample incident log entry documenting a time you refused service to an intoxicated guest.

### Reflection:

Why is accurate documentation essential for protecting both servers and businesses?

### Review Questions:

1. Who are the three parties in a third-party liability case?

2. How long should incident logs be kept?

3. What is Oregon's legal BAC limit for drivers over 21?

## Unit 7: Oregon's Basic Retail Liquor Laws

Lesson Summary: Oregon liquor laws regulate licenses, hours, food requirements, prohibited promotions, and penalties.

### Key Points:

- Types of licenses: Full On-premises, Limited On-premises, Brewery, Winery, Off-premises.
- Service hours: 7:00 AM to 2:30 AM.
- Open container law for partially consumed wine bottles.
- Minor service permit rules.
- Certified security staff requirements.
- Prohibited promotions (e.g., all-you-can-drink, contests, happy hour after midnight).
- Penalties for violations, including fines and license suspension.

### Activity:

Match each license type to what it allows in terms of alcohol service and food requirements.

### Reflection:

How do retail liquor laws balance business operations with protecting the community?

### Review Questions:

1. What are Oregon's legal service hours?

2. Name two prohibited drink promotions.

3. Can minors with permits work in all areas of the licensed premises?

## Unit 8: Delivery of Alcohol by 3rd Party Facilitator

Lesson Summary: This unit covers delivery laws, acceptable IDs, intoxication checks, and recordkeeping requirements.

### Key Points:

- Acceptable stand-alone IDs (six types) must be verified on delivery.
- U-CARD method applies to delivery drivers.
- Visible intoxication rules: deliveries cannot be made to visibly intoxicated persons.
- Delivery hours: follow state restrictions.
- Recordkeeping: deliveries must be logged and records maintained.
- Drinks-to-go must follow specific OLCC regulations.

### Reporting Responsibilities

If I encounter violations (such as attempted delivery to minors or intoxicated persons) or suspect unlawful activity, I must report it immediately to management, law enforcement, and/or the OLCC.

### Important Contacts

- Local Law Enforcement: 911 (emergency) or local non-emergency police line
- OLCC Main Office: 503-872-5000 or 1-800-452-6522
- OLCC Website: [www.oregon.gov/olcc](http://www.oregon.gov/olcc)

### Activity:

List the steps a delivery driver should follow when checking ID during alcohol delivery.

### Reflection:

Why is accurate recordkeeping vital for delivery compliance and liability protection?

### Review Questions:

1. What are the six acceptable IDs for delivery?

2. What are the delivery hours allowed by Oregon law?

3. What records must be kept for alcohol deliveries?

## Unit 9: Reporting of Human & Sex Trafficking

Lesson Summary: As a service permit holder, you are a mandatory reporter for human and sex trafficking. If you see something, say something—report it to law enforcement and OLCC. Your actions may save lives.

### Mandatory Reporting Compliance Checklist

- ✓ I understand that ORS 471.271 requires me to report suspected trafficking.
- ✓ I know that I must report to BOTH law enforcement and the OLCC.
- ✓ I recognize that I am not expected to investigate, only to observe and report.
- ✓ I can identify common warning signs of human and sex trafficking.
- ✓ I know how to document an incident in my workplace incident log.
- ✓ I understand I am protected when I make a report in good faith.

### Warning Signs to Watch For

- Guests who appear fearful, anxious, or controlled by someone else.
- Individuals without control of their own ID, money, or movement.
- Young individuals accompanied by much older persons.
- Visible signs of abuse, exhaustion, or neglect.

### Reporting Responsibilities

If I suspect trafficking, I must report it immediately to local law enforcement and the OLCC. I should also inform my manager and document my observations in the incident log.

### Important Contacts

- Local Law Enforcement: 911 (emergency) or local non-emergency police line
- OLCC Main Office: 503-872-5000 or 1-800-452-6522
- OLCC Website: [www.oregon.gov/olcc](http://www.oregon.gov/olcc)

### Reflection:

As a service permit holder, what are the mandatory steps to report human and sex trafficking?