



## ServeWise Standard Staff Qualification

Duration: ½ day

Cost: price on enquiry

The course is designed for all staff both full and part-time and covers the following areas:

- Licensing Law, Alcohol and People Skills
- Legal responsibilities
- Social responsibilities
- The law surrounding children
- Sensible promotion of drinks and drinking behaviour
- Best practice and standard setting
- Refusal of service
- Prevention of conflict
- Customer care

The course costs include all course documentation and a ServeWise Handbook.