



**The Global Leader in
Alcohol Server and
Seller Training**



A Guide for Alcohol Delivery and Carry Out

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About



TIPS (Training for Intervention ProcedureS) is the global leader in education and training for the responsible service, sale, and consumption of alcohol. Proven effective by third-party studies, TIPS is a dynamic, skills-based training program designed to prevent intoxication, drunk driving and underage drinking by enhancing the fundamental *"people skills"* of servers, sellers and consumers of alcohol. TIPS gives individuals the knowledge and confidence they need to prevent alcohol-related tragedies.

TIPS cares about your business, staff and community. Over the past 35 years, TIPS has certified more than 5 million participants and trainers. TIPS training is conducted in all 50 states, the District of Columbia, and in over 50 different countries. All of this has been done with one purpose in mind — **to educate and inform the public about the responsible sale, service and use of alcohol.** That is our mission, and everything we do works toward that goal.

 Visit
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Establishments/Retailers



Alcohol Servers and Sellers



Communities

Introduction



The guidelines for purchasing alcohol have been modified considerably in almost every state. Direct alcohol delivery, curbside pickup, mixed drinks to-go for restaurants and off premise establishments are more commonplace. Many establishments also partner with companies that allow customers to order alcohol for delivery from websites and mobile applications. Like other environments where alcohol is sold, served and consumed, alcohol delivery comes with its own set of challenges for sellers of alcohol. In particular, conducting proper identification checks, and prohibiting the sale of alcohol to underage or visibly intoxicated persons. We're hearing where proper identification checks are not occurring.

Delivery companies and people providing alcohol for takeout need to be aware of the responsibilities associated with alcohol delivery. In particular, if a delivery person makes an illegal sale, he or she could be held liable. While liquor authorities have deemed certain businesses essential and provided approvals that alternative ways to sell alcohol, the legal responsibilities, laws and liabilities have not changed.

As we navigate the next few months, additional training will benefit you and your staff. This guide is intended as an aide. Our general TIPS courses have been modified to include information in more depth if you find that you will be hiring additional staff or the regulations for your state changes and this information will be helpful. Be sure to check the laws and regulations specific to your state or jurisdiction for more information about health and safety practices in your area.

For a list of COVID-19 related articles and resources for each state pertinent to the alcohol industry, visit <https://www.gettips.com/about/news.html>.



Health and Safety



EMPLOYERS

- ✓ Equip employees with face masks, gloves, hand sanitizer, disposable wipes and other cleaning products
- ✓ Instruct sick employees to stay home
- ✓ Take steps to create social distance between customers and employees
- ✓ Implement contactless delivery and ordering policies and procedures

EMPLOYEES

- ✓ Stay home if sick
- ✓ Create social distance with other employees or customers (at least 6 feet)
- ✓ Minimize contact with others for pick up, delivery or checking out
- ✓ Wash hands for a minimum of 20 seconds or use disinfectant wipes/hand sanitizer after each transaction
- ✓ Wear a face mask to protect yourself and your customers from potential exposure
- ✓ Wear disposable gloves, discarding gloves and wearing a fresh pair after each transaction
- ✓ Avoid touching your eyes, nose, or mouth
- ✓ Sanitize frequently touched surfaces and external packaging
- ✓ Limit your contact with frequently touched surfaces
- ✓ Make sure your delivery vehicles is stocked with cleaning and disinfectant products and use them between deliveries and at the end of the day.



Be sure to check the laws and regulations specific to your state or jurisdiction for more information about health and safety practices in your area.

For the latest best practice documents relative to personal, employee, customer and establishment safety, refer to the FDA and CDC documents at (1) FDA [Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic](#) and (2) CDC [How to Protect Yourself & Others](#).

Alcohol Delivery and Takeout



Prohibitions against alcohol delivery have been relaxed in recent years.

Off-premise stores sometimes partner with delivery companies that allow customers to order alcohol through websites and mobile applications, and on-premise establishments may now include alcohol with food deliveries.

Delivery companies and people providing alcohol for takeout need to be aware of the responsibilities associated with alcohol delivery.

It is against the law to deliver alcohol to

- ⊘ Visibly intoxicated people
- ⊘ Underage people
- ⊘ People who are receiving alcohol for underage people.

If a delivery person makes an illegal sale, he or she could be held liable.

Protect yourself and your community by following guidelines for properly checking ID and know your employer's policies for canceling a delivery.

Note: Health and safety considerations may result in changes to local alcohol delivery and takeout laws. Be sure to check the laws and regulations in your jurisdiction to be sure you have the most up-to-date information about alcohol delivery in your area.



You have the right to **CANCEL** a delivery per your employer's guidelines or your own assessment of the person receiving a delivery.

Checking IDs for Takeout

Although the regulations and laws surrounding alcohol purchases being loosened, checking identification remains a critical and necessary step before allowing a person to take final possession of the items purchased.

Underage customers might see this change as an opportunity. However, the legal age to purchase and possess alcohol continues to be 21. They might assume that an identification check will not even occur with the person picking up the order.

Here are some steps you and your staff can incorporate to ensure individual safety while upholding the legal requirements to check identification:

- Require that the customer present their ID by removing from the wallet and allow you to inspect both sides of the ID.
- Ask the customer to hold the ID at eye level, lower his or her mask, and allow you to compare.
- If necessary, while wearing gloves, ask to allow you to handle the ID.
- For out-of-state IDs, match the ID to that state's ID in the ID Checking Guide or scan with an ID reader if your employer provides one.
- If the person picking up the alcohol is in the company of other people, check ID for all parties to ensure that alcohol beverages are not being provided to underage persons.
- Place the order in the vehicle trunk to protect against alcohol beverages being opened during transport.



Checking IDs on Delivery

TIPS FOR STAYING ON THE SAFE SIDE FOR ALCOHOL DELIVERY

- ❑ Receive the identification information from the person who took the order so that you can verify that the person taking delivery is the same person who placed the order.
- ❑ Hand over the alcohol only after verifying the ID of the person receiving the order.
- ❑ Note the presence of any young-looking individuals at the delivery site.
 - ❖ Use your best judgment to ensure that alcohol beverages are not intended for those underage individuals.
 - ❖ Follow your employer's policies. For example, check the IDs for all parties prior to delivering the order.
- ❑ Adhere to a contactless delivery by leaving the items for the customer by the door **AFTER** verification is completed.

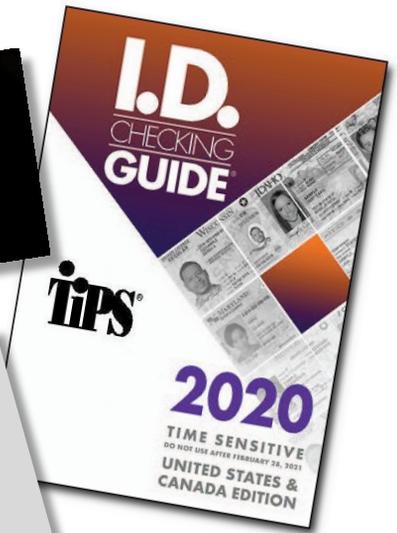


OPEN
FOR DELIVERY & CURBSIDE PICKUP



GENERAL TIPS FOR DELIVERING ALCOHOL LEGALLY

- ▶ Familiarize yourself with your employer's policies on how to handle alcohol.
- ▶ Know whom to contact and what to do if you cannot complete a delivery.
- ▶ Have a copy of the ID Guidebook with you in your vehicle and make sure that any ID scanning applications or other devices work properly.
- ▶ At the delivery site → → →



1. Hold the alcohol out-of-reach of the customer until after you have checked the ID of the person receiving the delivery.
2. Watch for underage warning signs.
3. Carefully check ID using the tips covered in the previous section.
4. Adhere to a contactless delivery by leaving the items by the door after verification is completed.



AND FINALLY...

The easiest safe-delivery guideline to remember is this one:

IF IN DOUBT... **DON'T SELL OR DELIVER**

This includes doubts about the customer or the ID presented, as well as anything that causes concern, like a party at a residence with potentially underage people, or a visibly intoxicated individual opening the door at the delivery site or arriving at a takeout counter, do not complete the delivery.

It is simply not worth the risk. During your interaction with the customer, you will have a sense of whether or not that person can legally take delivery of alcohol. Do not be afraid to rely on that sense.

If you suspect that a particular customer really should not receive alcohol, trust that instinct. Be safe. Stay on the side of caution and cancel delivery or remove the alcohol from a takeout order.





During this challenging time, we understand that many establishments have had to change how they do business to meet the needs of the community and stay open. Many are contacting us to ensure their staff is trained correctly and that they are familiar with the laws related to these changes. TIPS is here to provide access to the responsible server and seller training that you need to be most successful!

We offer classroom, online and remote programs for:

- ❖ On Premise
- ❖ Off Premise & Delivery
- ❖ Concessions
- ❖ Gaming
- ❖ University

Here are a [few options](#) to get your staff TIPS certified:

- ❖ If you're interested in having a trainer on staff, we offer [REMOTE TIPS Train-the-Trainer classes](#) with our certified Master Trainer staff.
- ❖ For individuals seeking certification, we have [online eTIPS courses](#) available for all industries that put training right at your fingertips for same day completion.
- ❖ For businesses seeking to train multiple employees, we offer [eTIPS Pre-Paid Passports](#) so you can make a bulk purchase and train everyone quickly.
- ❖ If you're seeking classroom training, we have a community of trainers across the United States that can provide [group training](#) to your business.

TIPS provides real solutions to real situations faced by alcohol servers and sellers. We will continue to work hard to meet your training needs and provide support during this time with the goal of preventing intoxication, underage drinking and drunk driving. Contact us directly to learn more.

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