

ASSIGNMENT ANSWER SHEET

Question one:

What is alcohol intoxication?

Alcohol intoxication occurs when a person drinks an excess of alcohol in one period.

The physical characteristics (symptoms) of alcohol intoxication range from mild to severe, depending on how much alcohol a person consumes and how quickly their body metabolizes it.

- a) The following are characteristics of intoxicated person by alcoholic beverages:

Speech

- ✓ Slurring words
- ✓ Rambling or unintelligible conversation
- ✓ Incoherent or muddled speech
- ✓ Loss of train of thought
- ✓ Not understanding normal conversation
- ✓ Difficulty paying attention.

Balance

- ✓ Unsteady on feet
- ✓ Swaying uncontrollably
- ✓ Staggering
- ✓ Difficulty walking straight
- ✓ Cannot stand, or falling down
- ✓ Stumbling
- ✓ Bumping into or knocking over furniture or people.

Coordination

- ✓ Lack of coordination
- ✓ Spilling drinks
- ✓ Dropping drinks
- ✓ Fumbling change

b) 10 methods to help prevent your servers from serving people who are (or appear to be getting) intoxicated

1. **Politely inform and explain the reason** (showing signs of intoxication) for the service refusal, point to the RSA signage, describe the house policy, and refer to the legislation and penalties relating to the offences.
2. Using a **subtle tone, gentle gestures, and pleasant language** could do the initial magic. Not losing your cool is the only option. Don't be straightforward and blunt - this may make them more aggressive, leading to complications.
3. **Speaking some out-of-the-box sentences** instead of a plain "NO" can be beneficial. Some tips for you: *Nice to see you today, see you tomorrow! Could we get you a cab? Don't you have anyone waiting at home? I guess it's late. Guess your hands need rest. Let me take your glass.*
4. Putting up **boards and signage** regarding the same rule everywhere on the premises visible to any patron. This, to a certain extent, prevents the drama.
5. Providing them with **alternatives** like a glass of water or some gourmet food would ease their urge to have more. Asking them to try some non-alcoholic drinks with a fancy name and evoke curiosity to try one, claiming to be their specialty!
6. Offer to phone a **taxi or a friend** to drive them home. It's more difficult to get upset with someone willing to assist you.
7. **Escalate to your manager and/or security staff** if need be.

8. It is also essential to **advise management and other bar employees** that the individual was not served liquor, so they are not served by someone else.
9. **Ensure that the patron departs in a timely manner** – Patrons must be asked to leave and not allowed back in once they have become intoxicated. They will need to leave even if they have accepted your offer of a non-alcoholic drink. You must ensure that they leave the premises safely and do not linger outside.
10. Keep a **log book** of each service refusal incident, especially threats or aggression.

Question two:

METROPOLITAN HOTEL

House Rules

The management of the hotel will be very grateful for your cooperation in complying with these regulations, which are meant to ensure a quiet and safe stay for all our guests.

1. Earliest checkin time is 14:00 on the day of arrival
2. Latest checkout time is 10:00 on the day of departure
3. You are required to present an ID document with your picture when checking in at reception. If you refuse to do so, you will not be issued a key to your room.
4. Children under the age of 14 years can be accommodated in the Hotel only by their parents, guardians or other legal representatives ("Legal representatives"), as well as other consenting adults, having a notarized power of attorney for support of the child from his/ her Legal representative
5. Minors between the ages of 14 and 18 can be independently settled in the Hotel only if provide the following documents:

- ✓ written consent for the placement of minors in the Hotel from one of his/her Legal representatives with passport data of the Legal representative
 - ✓ copy of passport of the Legal representative who signed the consent to the placing of minors in a Hotel
 - ✓ Certificate confirming the origin of own funds minors to pay for the facilities and additional services
6. Only 18 years or older permitted to hire and use of sports equipment without supervision.
 7. No loud music allowed in hotel rooms & apartments and public areas.
 8. Quiet hours are between 10:00pm and 8:00am.
 9. No playing of loud music in Quite Time from 10pm to 8am.

Question three:

Procedures to follow when responding to serious incident in a Hotel for Manager:

- I. Call for emergency service in your city
- II. Attend to the injured party. Make them as comfortable as possible and be solicitous of their needs. If you have certified first aid providers on staff, whose job duties include providing first aid, let them administer appropriate aid
- III. Take photographs of the accident area immediately whenever possible. The incident area should be blocked off from traffic until photos can be taken. Any conditions that may have contributed to the incident should then be remedied.
- IV. Continue to treat guests as guests. Don't assume the situation will turn into a claim. Show the sensitivity, sincerity, and customer focus that you normally would.
- V. Do not admit that you, your employees, or the hotel is at fault, and make sure all employees of the hotel are trained on this very important point.

Remain neutral and allow the investigation process to take place so that all the facts are known and the hotel can react appropriately.

- VI. Do not offer to pay for the medical expenses of the injured party. It can be interpreted as an admission that the hotel is responsible for the injury, and as an implicit contract to take care of all future related medical costs.
- VII. Do not correct employees at the scene. Any reprimand or corrective discussion with employees should not take place prior to a complete investigation, and it should never take place in public.
- VIII. Complete a thorough investigation. This means a complete statement from the claimant, and from any witnesses, signed and dated, with contact information for follow-up.
- IX. Complete a claim report and submit it to your insurance company immediately
- X. Do not discuss the incident or investigation with anyone but those with a legitimate business need to-know.
- XI. Keep all records, statements, or other evidence as permanent documents.

End!