



RUS training

**A two-day course in the
responsible service of alcohol**

RUS is a project in cooperation with the restaurant industry, the Police Authority in Västra Götaland, the City of Göteborg, SHR (the Swedish Hotel and Restaurant Association) & HRF (the Swedish Hotel and Restaurant Workers' Union)

RUS
restaurants developing cooperation



A course in the responsible service of alcohol

Why?



What would our society be like without restaurants and pubs where you can eat, drink, dance, socialize and have fun?

Everyone that works in the restaurant business has a very important and meaningful job. However, working in this field also involves a tough working environment.

This course deals with how you can prevent or reduce the violence, injury and damage that can occur when customers are too intoxicated or under the influence of drugs. Through discussions and information about alcohol and about what obligations and rights restaurant employees have, hopefully owners and employees will find it easier to do their jobs. The point is to be able to continue selling alcohol – but to do it in a responsible way.

Patrons that are all too intoxicated are not good customers. They can hurt themselves and others and can start arguments and fights. They disturb other customers and they can no longer be served. Additionally, drunken customers cause problems for restaurant employees.

Those who serve alcoholic beverages are personally responsible that intoxicated customers do not get served. They are also responsible that people under the age of 18 do not get served alcohol.

During this course we will discuss when to say ‘no’ to a customer and how to do so without causing more disruption than is necessary. After all, you decide over your job and your workplace, not your customers.

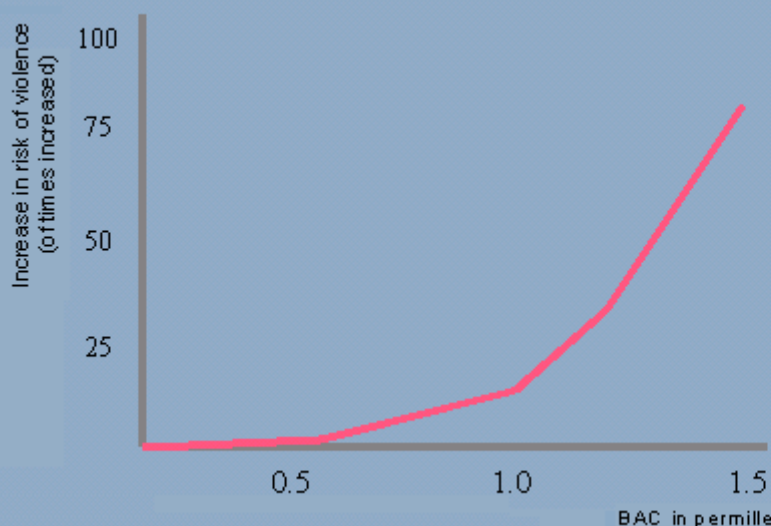
The course is also a forum for cooperation on questions concerning bar/restaurant work in which people from the restaurant business, the police and the municipal authorities can meet. The idea is that together we can work for a more safe and secure working environment. Our intention is that this cooperation should benefit everyone.

Are alcohol and violence related?

An all too intoxicated patron is a danger for himself, restaurant staff and society in general. There is a clear connection between alcohol and violence. About 80% of all perpetrators and 40% of all victims of police-reported violence are under the influence of alcohol. A large proportion of this violence is committed in connection with restaurants and other places at which alcohol is consumed.

The relation between alcohol and violence is clearer in countries like Sweden, for example, where people tend to drink to get drunk, than in countries where consumption is spread out over a longer period. It is clear that less drinking would lead to less violence in our country.

The relation between BAC and the risk for injury, damage & violence



Please note that in Sweden, the BAC (Blood Alcohol Content) is measured in permille (rather than percent) and in terms of mass of alcohol per **mass** of blood (rather than mass of alcohol per **volume** of blood). These different measurement values for BAC do not differ to any consequential degree other than the placement of the decimal point.

Source: The National Board of Forensic Medicine RMVI1999:2

The medical effects of alcohol

What happens in your body when you drink?

For most of us, alcohol is a positive part of our lives. In many cases, alcohol is a mood enhancer, a 'social lubricant' which helps us to unwind both physically and mentally. You become happy, relaxed and more confident.

However, nearly all of us have a friend, a colleague or relative that has a problem with alcohol, because there is a downside – alcohol is often the cause for much human suffering in the form of social exclusion, violence, accidents, disease and death. Every year approximately 5000 people die in Sweden from alcohol-related illnesses.

Because alcohol affects our reactions, motor skills and judgment, the number of accidents and the risk of accidents increase when we consume alcohol. 20% to 40% of emergency room patients are under the influence of alcohol. At night that percentage can be up to 80%. Those who are drunk or on drugs when they are injured are mostly young and middle-aged men. Some people get violent or aggressive from alcohol. This is mainly because of lowered inhibitions. This hostile behavior expresses itself in verbal aggressiveness and sometimes in physical violence.

Why should young people under 18 not consume alcohol?

Drunken youths, violence and accidents are related. The chance of an accident occurring increases since the brain does not work as well as usual; for example, car accidents, tripping/falling down, fires and drowning. In studies, many young people say that they have found themselves in unnecessary arguments with friends, have had sex despite the fact that they really didn't want to, or have had sex without using protection when they were intoxicated.



Young people cannot judge the consequences of their drinking in the same way as adults. They find it more difficult to tell when they are intoxicated and often get all too drunk too quickly. Nearly all those who have tested drugs for the first time are drunk. If young people don't drink, it radically reduces the chance that they will try drugs.

Why can some people drink large quantities of alcohol?

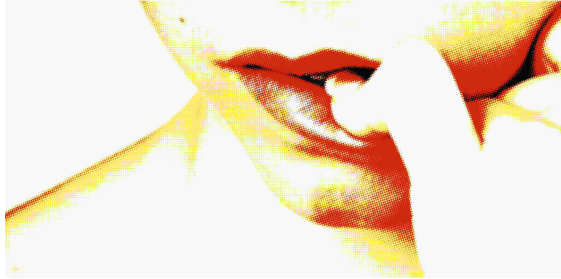
Every time you drink, you raise your tolerance level to alcohol. Having a high tolerance to alcohol means that you can drink a lot without feeling inebriated. You can feel that you tolerate alcohol better and, in order to feel the same effect as previously, you need to drink large amounts of alcohol. If you can drink a lot, the risk is greater that you will become dependent than if you are more easily affected by alcohol. People that can tolerate a lot of drinking often brag as if it were something good. However, it is nothing other than evidence that you can more easily have problems with alcohol.

It is easy to wind up in a vicious circle when it comes to alcohol consumption. What happens is that the brain becomes more tolerant and you constantly need to increase your drinking in order to get the same feeling of intoxication.

What does it mean to be dependent on alcohol and to feel withdrawal?

If you drink alcohol over a long period of time, your body slowly gets used to it. If you suddenly stop drinking, the odds are great that you will

feel withdrawal symptoms. It is in this state that you might consume more alcohol (*ie* 'the hair-of-the-dog') to get back to usual and feel normal again. The most common symptoms of withdrawal are severe anxiety, shakiness and cramps that can turn into epileptic convulsions.



Being dependent on alcohol means that you have lost control over your drinking. Most people that are dependent on alcohol tolerate large amounts of alcohol. There are no indications that only lonely, weak or unhappy people become alcohol dependent. On the contrary, research shows that people who are impulsive, social and sensation-seeking are more likely to fall victim.

Not all those who drink alcohol over a long period of time become dependent, but the risk is great and the younger you are when you start drinking regularly, the faster it goes.

When you reach the stage when you are dependent on alcohol, it is impossible to drink normally again. In that state you develop a tolerance for alcohol and experience withdrawal symptoms when you stop drinking. This loss of control always makes you drink more than you had planned. You think about drinking constantly and stop thinking about that which was previously important to you. You plan your day around your drinking; what you are drinking or who you are drinking with. The pressure increases and it becomes more and more difficult to manage family, friends and work. Stopping or dealing with the problem is difficult and you need professional help.

What kind of harm can be caused by drinking?

Compared to other drugs, alcohol is the drug which kills most people in Sweden. Alcohol incurs great costs on society and often it is relatively young people who are affected. Some damage occurs if you drink too much, some damage can occur even with moderate drinking.

The organ that is affected most quickly and clearly is the brain. Small amounts of alcohol enhance your mood and mute anxiety. But even after one beer, your analytical ability starts to diminish and emotions take over. If you continue to drink, your time perception is dulled and your sense of the future gets all the more unclear. You don't care about tomorrow and can take risks such as driving a car under the influence or gambling. You can lose your judgment and easily embarrass yourself.

Alcohol is a drug that affects the entire body. This means that alcohol can cause harm to your entire body. The most common problems caused are ulcers and colon problems. Alcohol in large quantities can lead to a break-down of muscle tissue. Memory processes such as sensory memory and short-term memory are affected. Your sex drive is affected and the alcohol-dependent male runs the risk of becoming impotent. Alcohol abuse can lead to serious diseases in the esophagus, throat, spleen and liver. After long and comprehensive alcohol abuse, the function of the liver is diminished and can lead to cirrhosis.

Psychological problems from alcohol

Psychological problems create a great need for medical care and cost the medical system the most money. When you drink alcohol you reduce your ability to think clearly. If you drink a lot or over a long period of time, you can feel anxiety. We can all feel depressed. Inexplicable irritability, aggressiveness and melancholy can be a sign that the body has had too much alcohol.







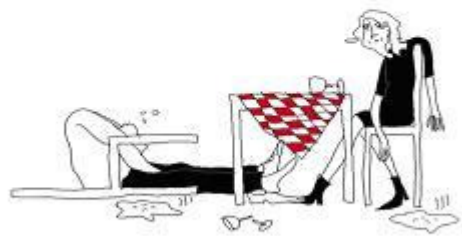

The connection between high alcohol consumption and suicide is clear. The most common cause of suicide is depression. The next most common cause is alcohol abuse/dependency, which occurs in 25% of all suicides.



A fun night out?

This is how your behavior is affected when you drink alcohol

Please note that the information below concerns the normal consumer with a normal alcohol tolerance.

 <p>BAC 0,2 permille You feel happy and alert, your self-criticism is reduced. You feel at ease with yourself.</p>	 <p>BAC 0,5 permille Your inhibitions disappear. Your fine motor skills and reflexes are impaired</p>	 <p>BAC 0,8 permille People see you as intoxicated. Impaired coordination and exaggerated movements. Noticeable smell of alcohol.</p>
 <p>BAC 1,0 permille Heavily intoxicated. Slurred speech, gross motor impairment, difficulty in controlling emotions.</p>	 <p>BAC 1,5 permille 'Smashed'. Emotional outbursts, aggressive, violent, crying, confused and drowsy.</p>	 <p>BAC 2,0 permille Difficulty in speaking and walking upright. Double vision.</p>
 <p>BAC 3,0 permille No understanding of what is happening.</p>	 <p>BAC 4,0 permille Lethal alcohol poisoning</p>	

Illustrations: Cissi Welin

The break-down of alcohol in the body and blood alcohol content

Put briefly, you can say that you cannot affect how much time it takes for your body to process the alcohol you have consumed. In other words, there are no tricks that enable you to drive a car earlier the day after. You can, however, affect your blood alcohol content when you are drinking. You can do this by drinking fast or slow, choosing weak or strong drinks or by eating food together with your drinks.

Nearly immediately after you have had a drink, your body starts to process it. It is the liver that is primarily active, but even in your stomach there are enzymes that break down alcohol. Men and women are different on this point – women tolerate alcohol worse than men. This is usually because women in general weigh less than men and therefore have less bodily fluids available to dilute alcohol. On top of this, a woman's liver is more sensitive to alcohol than a man's.

How long does it take to metabolize alcohol?

The metabolization of alcohol cannot be affected; it is processed at a steady rate. A rule of thumb is that it takes approximately 2 hours to process a so-called 'standard drink' (which contains 12 grams of alcohol, corresponding to 4cl of 40% spirits, see page 7 below)

The metabolization is not affected by what type of alcohol you have consumed, nor can it be affected through physical activity, sitting in a sauna or by eating a large meal. All this can make you feel better, but it does not cause your body to dispose of alcohol any quicker.

What can affect your blood alcohol content?

How fast you drink

The faster you drink, the faster your blood-alcohol level rises and the more drunk you become.

The strength of the drinks

The stronger the drinks, the faster you become drunk.

Whether you eat when you drink

Alcohol is absorbed by the blood more slowly if you eat something when you drink.

How much you weigh

The more you weigh, the more alcohol you tolerate.

If you are a man or a woman

In general, women have a lower tolerance level to alcohol than men. A rule of thumb is that if a man drinks two glasses and a woman one, the blood alcohol level and the effects on their bodies are the same.

Want to learn more?

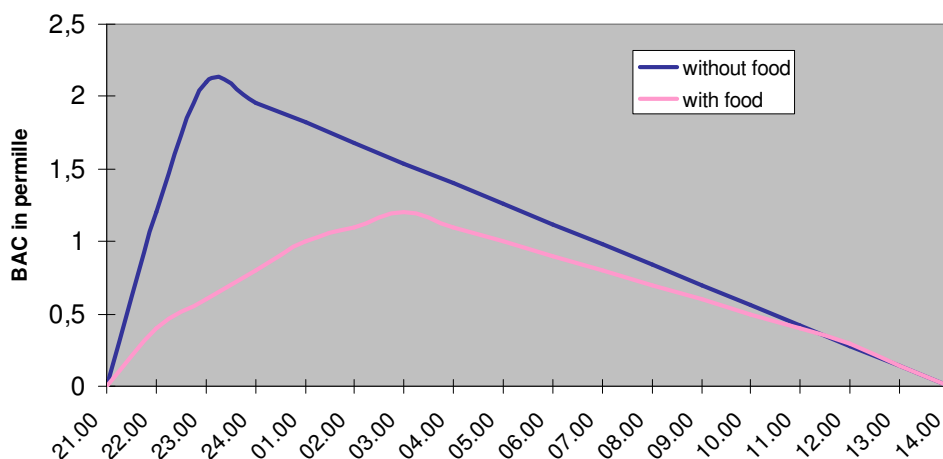
(Please note that some sites below may be partly or entirely in Swedish.)

www.can.se

www.sorad.su.se

www.systembolaget.se

Six large glasses of beer: with and without food



Source: The National Board of Forensic Medicine RMV1999:2

Standard drink

A standard drink is an international measure of the alcohol content of a drink. On average, every standard drink contains 12 grams of 100% alcohol, which is equivalent to approximately 4cl of 40% spirits (hard liquor). By counting standard drinks, it is easy to keep track of how much alcohol you've drunk or how much you've served to a customer. A rule of thumb is that it takes 2 hours for the body to process one standard drink.



45cl of beer
(3,5% ABV)



33cl of beer
(5% ABV)



12cl of wine



8cl of fortified
wine



4cl of spirits

How much can you drink per week without doing any harm?

By counting how many standard drinks (see above) you usually drink per week, you can see what level your alcohol consumption is at.

1. Low risk

Amount per week:

women: up to 7 glasses

men: up to 14 glasses

On this level, if you spread out your alcohol intake during the week with 1 – 2 alcohol-free days, this amount of consumption will probably not affect your health.

2. Intermediate risk

Amount per week:

women: 8 -23 glasses

men: 15 -35 glasses

The dangers to your health and safety increase the more you drink. Drinking to get drunk is especially risky. The chances are great that you will be affected by stomach problems and high blood pressure. **Reduce your drinking!**

3. High risk

Amount per week

women: more than 23 glasses

men: more than 35 glasses

In the long run, consuming this much alcohol will damage your health. It can lead to alcohol dependency and liver damage. You may already have family problems or are in danger of losing your job because of drinking this amount **Do something before it is too late!**



How much can you drink on one occasion with it being harmful?

women: a maximum of 3 glasses

men: a maximum of 4 glasses

There is always an increased risk for physical harm or injury if you drink this much on one and the same occasion.

The Swedish Law on Alcohol

In order to reduce the risks of injury, damage and violence, the service of alcohol must be conducted with responsibility and discretion. That is why the Swedish Law on Alcohol (henceforward also referred to as 'the law') contains rules for how the service of alcoholic beverages should take place. The law which is now in place is called *The Swedish Law on Alcohol* (1994:1738). This law is a so-called protective law, which means that the sale of alcoholic beverages is regulated primarily to prevent injury. In other words, people's health is considered more important than the sale of unlimited amounts of alcohol.

Responsibility and knowledge

The rules of the law apply to everyone who participates in the sale of alcoholic beverages and is not only applicable for license holders/proprietors. All those who serve alcoholic beverages have a personal responsibility for how they handle this work and the possible problems that can arise as a result. If, for example, a waiter/waitress serves a person who is underage, that waiter/waitress can be taken to court for their actions. He/she can be fined or imprisoned.



Ultimately, the license holder has the overall responsibility for what the staff does and how business is carried out. Violations of the rules can even cause the authorities to take action on the license. This is why everyone who works with the service of alcohol must have sufficient knowledge about the rules in the law and what this implies in practice.

Staff must also know what specific conditions apply when it comes to permissible hours of alcohol sales, premises, and other issues that concern the bar/restaurant in which they work. It is therefore appropriate that the license holder, to help support the staff, describes in writing how business at the restaurant should be conducted; how problems should be avoided and if, despite everything, they do occur, how they should be dealt with.

Applying for a license

All those who want to serve spirits, wine and beer in exchange for payment must have a liquor license. You apply for such a license in the municipality in which the restaurant is located. A licence can only be valide from 11 am.

Beverage manager

The restaurant may not be left unsupervised. The license holder or a beverage manager must be present at all times when the consumption of alcohol takes place.

The beverage manager should be chosen by the license holder and registered with the municipal authorities. Additionally, the staff should naturally know who the beverage manager is so that they can get help and support.

Fire safety and supervision

All premises at which alcohol is served are approved for a certain number of people in accordance with fire safety laws. Admitting more than the allowed number of people on the premises is not permitted.

In order for alcohol to be served in a responsible manner, the license holder or the beverage manager should always oversee and supervise restaurant activities that concern serving alcohol.

Orderly conduct and sobriety

The Swedish Law on Alcohol contains very clear requirements concerning orderly conduct, sobriety and moderation. Patrons that are intoxicated or under the influence of some intoxicant other than alcohol are not allowed to enter a restaurant. A customer that has become intoxicated or disruptive may not be served more alcoholic beverages. That person may also be expelled from the restaurant. The requirement on moderation means that service should be stopped before the problem arises.

IMPORTANT! Any person who serves a clearly intoxicated customer more alcohol is personally responsible and can be held accountable for their actions. The punishment can be a fine or imprisonment (up to six months). The restaurant's liquor license may also be jeopardized.

Even disorderliness at a restaurant should be addressed. This is true regardless of whether it has to do with alcohol consumption or something else. As an example of the latter, a patron can be disruptive without being intoxicated or a criminal activity can be going on, *eg* crimes associated with narcotics or stolen goods can be taking place. If problems concerning disorderly conduct should occur at a restaurant, these problems must be addressed. For example, by talking sense to the patron, expelling the patron from the premises, or, if nothing else remains to be done, evacuating the restaurant. The requirement on orderly conduct also pertains to the restaurant's immediate vicinity, *eg* on the sidewalk outside the entrance.

The 18-year age limit

The sale of alcoholic beverages to those under the legal drinking age of 18 is not permitted. Customers must be able to prove their age and if the waiter/waitress is uncertain, he/she may ask for ID. The age limit does not prevent the restaurant from admitting young people, but there is a responsibility to make sure that these patrons are not served and do not drink alcoholic beverages. This responsibility is always on the part of those who wait the table even if there is a doorman who checks IDs at the entrance to ensure that each person is old enough to legally enter the establishment

IMPORTANT! If alcohol is served to an underage customer, the persons who served the

alcohol run the risk of a fine or imprisonment and the restaurant can have its license revoked.

Please note that you may not allow underage customers to drink alcoholic beverages at a restaurant. You are not allowed to serve patrons if you can assume that the drinks will be handed over to others who may not be served because they are too young. There is reason to be especially attentive when someone orders drinks for several people or if orders are placed collectively for a group in which young people are present.



Prohibition on complimentary drinks

There is a general ban on providing complimentary drinks (Swedish *gåvoförbud*) for all those who sell alcoholic beverages. If, for example, you wish to compensate someone for some inconvenience, you are not allowed to offer a free drink with coffee. Naturally, you can offer coffee or a dessert rather than a drink. Special rules apply for official entertainment.

Alternative drinks

Those customers who want non-alcoholic beverages should get it and be treated as well as other customers. Therefore, when alcoholic beverages are on sale, non-alcoholic alternatives should always be available for those who want them.

Leaving the premises

The restaurant should be empty 30 minutes after 'last call' at the latest. The permissible times for serving drinks is stated on the proof of license. It is not permitted for staff to remain on the premises and have a beer after the establishment is supposed to be closed.

Prohibited promotions and discounts

Restaurants and bars are not allowed to unduly influence patrons to order alcoholic beverages. This prohibition on special promotions (Swedish *animeringsförbud*) pertains to measures which involve an active influence. However, the staff is permitted, for example, to ask whether customers would like another drink before the bar/restaurant closes.

An example of a prohibited special promotion would be discounts for large purchases or discounts of the type, 'buy one beer, get one free' ('2 for 1').

A permissible type of discount is the so-called Happy Hour, which means that prices can be temporarily lowered on everything which is for sale, both food and drink. Discounting only alcoholic beverages is not allowed.

The price of alcoholic beverages should always be carefully considered so that alcohol-free alternatives are always less expensive.

The food requirement

In order to serve alcohol to the general public, prepared food must be on offer during the entire time that alcoholic beverages are served. One of the reasons for this is that the intoxicating effect of drinking alcohol is reduced if you eat food along with your drinks. In the late evening, it can be sufficed to offer a simpler menu than at other times, for example pizza or hamburgers.

Food/beverage service at restaurants, bars, etc.

The concept of food/beverage service entails that the restaurant serves food and beverages which the patrons consume on the premises. Neither the patrons nor the staff may take mixed drinks, wine or beer off the premises.

The license holder and staff should actively prevent customers from leaving the premises with drinks by, for example, serving beverages in glasses or opened bottles. Also, no one is allowed to consume beverages other than those which are served at the restaurant. The license holder and staff should actively prevent people from drinking beverages which they have taken with them onto the premises. This is always the case at restaurants, even when they are closed.

Ban on outside beverages

Patrons are not allowed to bring their own alcoholic beverages with them to a restaurant.

This applies to restaurant staff as well. Only those beverages which are to be served at the restaurant may be kept there.

Receipts

Every sale of goods and services must be recorded in the cash register and, as verification of this, the customer should be offered a receipt.

Inspections

Inspections of a restaurant can be conducted by restaurant inspectors from the municipality, personnel from the county administration and the police. These people must be able to show identification. They always have the right to enter a restaurant in order to conduct an inspection. The beverage manager must assist during inspections and provide those samples which are requested; the beverage manager has no claim for compensation for providing such assistance.

Revoking a license

The municipal authorities should revoke a license:

- If the license is no longer being used
- In the event of repeated problems concerning orderly conduct and sobriety
- If the proprietor does not follow the Swedish Law on Alcohol or the conditions for the license
- If the proprietor or the premises are no longer suitable
- If the proprietor allows illegal activity at the restaurant

The municipal authorities can choose to issue a warning instead of revoking a license if there are special circumstances for this action. Consideration is taken as to whether the proprietor is doing something about the problems in a credible way, for example by restructuring the organization, renovating the premises or educating staff.

Want to know more?

(Please note that some sites below may be partly or entirely in Swedish.)

www.fhi.se

www.goteborg.se (see *tillståndsenheten* 'licensing authority')

Drug use in bars/restaurants

In Sweden, the use of narcotics (also referred to henceforward simply as 'drugs') is prohibited. Naturally, it is also prohibited to buy or sell narcotics. In spite of this, there are many people using narcotics today. Many of those who use, buy or sell drugs, do so at restaurants and bars.

Having people under the influence of drugs at the workplace is dangerous for patrons as well as employees. A person on drugs is unreliable and can behave aggressively and out of control. Additionally, drugs bring with them other crimes. If there are drugs at a restaurant, there are also criminal elements there too; people who can be easily offended and suddenly violent.

What does the Swedish Drugs Offences Act say & what happens if you are convicted of a drug offence?

All business with drugs is illegal! This means that it is prohibited to use, buy, sell, deal, store or possess drugs.

The Swedish Drugs Offences Act is very restrictive and penalties against the act lead to severe punishment. For example, those who are convicted of smoking hashish can be sentenced to fines or prison up to six months. For more serious offences, such as the sale of 50 grams of cocaine for instance, the penalty is always prison. Felonies can result in up to ten years' imprisonment

Such criminal records are a part of the public information and as such are accessible to anyone, even an employer. Social services, hunting- and gun-licensing agencies as well as the county administration are informed. Your driver's license and gun licenses can be revoked.

What does the Swedish Law on Alcohol say about drugs?

The Swedish Law on Alcohol places clear demands on the proprietor when it comes to drug use at the restaurant.

The proprietor has a responsibility to make sure that drugs are not on the premises and that people who are high on drugs are not allowed into the restaurant. Additionally, it is prohibited to serve alcohol to someone who is under the influence of drugs.

If it is discovered that drug-use is taking place at a restaurant, the proprietor is required to do something about it. If nothing is done that can improve the situation, the liquor license may be revoked.



What rules apply for security staff?

If the restaurant employs security guards, they are required by law to report a customer who uses drugs to the police.

Why drug-free staff at the workplace?

There are several reasons why a drug-free staff is important:

Drugs lower reaction times and distort perceptions of reality. When people who are high on drugs are around, the risk of accidents increases.

Those who use drugs often need to be around criminals in order to get hold of drugs. Consequently, the risk increases that criminals and other drug users visit the restaurant at which the person works.

Drug users almost always have problems concentrating and experience mood swings, which can affect co-workers.

People on drugs tend to have a distorted sense of time. They can come to work late, miss appointments and take overly-long breaks.

Drug abuse can disturb one's sense of norms and rules, and, at the same time it is expensive to use drugs. It can be tempting to steal, even at the workplace.

Drug abuse nearly always means that those around the drug user are affected in one way or another. It can create anxiety and a bad atmosphere in a workgroup. 'Will this person show up for work today?' 'Why is he/she so irritated?' 'Why don't the receipts add up?'

What is expected of a proprietor?

Make sure that all your staff are drug-free.

Work out an alcohol and drug policy in which you carefully describe how the staff should act if they suspect drug use.

Have a strategy for maintaining orderly conduct.

Have a good rapport with the police in order to get advice on how the staff should act in different situations.

Make sure that the staff is trained in recognizing drug abuse.

What can be done in the restaurant/bar environment?

Have good lighting at the entrance so that door staff can see clear cases of drug use.

Install surveillance cameras and security gates.

Avoid dark corners, which can conceal drug use and dealing.

Monitor the restrooms. Set up toilet stall doors so that it is possible to see if more than one person is in the stall.

Do not allow patrons to go in and out of the restaurant repeatedly.

Drugs in the Bar/Restaurant Environment

CANNABIS (from the Greek *kánnabis*, 'hemp')

Hashish and marijuana come from the hemp plant *Cannabis sativa*.



Cannabis sativa

The most common way to take this drug is to smoke it. The cannabis high makes you feel relaxed and care-free, elated and giddy. The intoxicating effects last about 2 to 3 hours. When the high has dissipated, the active ingredient THC still remains in the body for up to three weeks. The substance can be traced during this entire period.

People under the influence of cannabis often give the impression of being quirky and unfocused. Their breath and fingers smell like cannabis. Their pulse is high. Their pupils can be dilated and their eyes are red and glassy. The hash-smoker's perception of time can be skewed, he can find it difficult to follow a conversation and his memory can be distorted and he may seem confused.



Hashish

Prolonged use of cannabis can lead to anxiety, feelings of panic and paranoia. It can also lead to fatigue, blunted feelings and indifference.

Cannabis is one of the most common drugs in the bar/restaurant environment.

AMPHETAMINE OCH COCAINE

Amphetamines and cocaine are so-called central stimulants that affect the central nervous system.

These substances are most often encountered in powder form. Amphetamine can be injected, snorted or diluted with water and drunk. Cocaine is often ingested through snorting, but it can also be smoked.



Cocaine

Amphetamine and cocaine cause a high that brings about feelings of increased energy, self-confidence and sharp-mindedness. A cocaine high lasts about 40 minutes, amphetamine lasts several hours.

Signs of amphetamine or cocaine use can be: clenched jaws, dilated pupils, extreme talkativeness, and a 'hyper' behavior.

The person can appear unnatural, self-confident and arrogant. Other signs can be that the individual can tolerate a lot of alcohol without getting drunk. Amphetamine and cocaine are common drugs in the bar/restaurant environment.

For the chronic user, the rush can gradually be replaced by restlessness, extreme irritability, insomnia and delusions.

ECSTASY (MDMA 3,4-methylenedioxy-N-methylamphetamine)

Ecstasy is a drug with effects similar to both central stimulants and hallucinogens



Ecstasy tablets

Ecstasy is usually found in tablet form. The tablets often have stamped symbols on them, eg dollar signs or a logo.

Persons who take ecstasy are flooded with positive feelings to their surroundings. One becomes 'mellow' and open and gets a feeling of increased confidence and strength. Higher dosages can cause hallucinogenic effects.

Signs of ecstasy use can be dilated pupils, flushed complexion, sweating, jaw clenching and teeth gnashing. One's body temperature can rise quickly and the person in question can drink a lot. Ecstasy is usually not combined with alcohol.

Repeated, long-time use can lead to insomnia, anxiety and short-term psychoses. Ecstasy causes disruptions to the brain's neurotransmitters, primarily to serotonin. Serotonin has a crucial role in regulating one's mood, aggressiveness, anxiety, hunger and sexuality.

GHB (Gamma-Hydroxybutyric acid)

GHB is a clear and slightly viscous fluid that is often kept in plastic 'PET' bottles. The size of a normal dose is about as much as can fit in the cap of a PET bottle.

The GHB high lasts about 3-4 hours and is reminiscent of a mild alcohol intoxication. You can feel happy, relaxed and sensual. Even at doses that can lead to a deep sleep, the user feels alert after awakening.

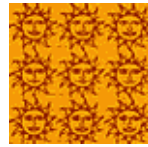
Finding the correct dosage for the substance is difficult. A dose which on one occasion can produce a small intoxication can be deadly on another. Occasionally, those who suddenly snap out of a GHB high can panic and then become aggressive and dangerous for their surroundings. Later, that person can find it hard to remember what has happened.

It is difficult to discover GHB abuse solely by observing the way a person looks and behaves. Some users are young people who take GHB for

its intoxicating effects as a replacement or complement to alcohol.

LSD (Lysergic acid diethylamide)

LSD, mescaline and psilocybin and PCP are hallucinogens. They are substances that distort perceptions and cause hallucinations.



Paper tabs of LSD

LSD is sold as small tablets or paper tabs which are taken orally. The high lasts for 8-12 hours. During this time, sounds, tastes, smells and feelings are enhanced.

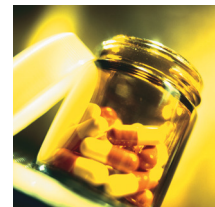
You might feel that you can see noises, hear colors and smell sounds. Shapes are distorted and one's body image is changed. Feelings of euphoria and anxiety can be experienced, often at the same time.

Typical signs are dilated pupils, nausea, ruddy complexion, shivers, dizziness and chills.

Repeated use under long periods can cause psychoses, suicide, profound depression and altered comprehension.

BENSODIAZEPINE (Rohypnol, among others)

Benzodiazepine is a pharmaceutical which is used to treat anxiety and insomnia. Some users combine alcohol and Benzodiazepine in order to enhance the effect of alcohol. The most common type is Rohypnol.



Rohypnol shuts down one's ability to empathize and causes memory loss. Sometimes people who commit crimes such as robbery or murder take Rohypnol in order to go through with the crime. A person under the influence of Rohypnol can be short-tempered and may easily resort to extreme violence.

Want to know more?

(Please note that some sites below may be partly or entirely in Swedish.)

www.can.se

www.drugsmart.se

www.mobilisera.nu

www.kunskapskallarn.goteborg.se

Conflict management at the Bar/Restaurant

A restaurant manager at a night club sees two patrons at the bar. They spread out sloppily, they drop glasses on the floor, they are noisy and are clearly heavily intoxicated. The manager has to make sure that these people leave the restaurant. But how he or she does this will be decisive for how the intoxicated patrons will behave, how other patrons will react and also how they will speak about the restaurant afterwards.

Working in the restaurant environment is full of conflicts. Many wills compete, not least the customers', who often feel they have the right to act as they please – at the bar they want to relax, maybe get drunk and forget their daily worries and responsibilities.

As a restaurant employee, you have a responsibility to follow the law on alcohol and make sure that the patrons keep within the limits of the law and that the restaurant is pleasant and orderly. What you want will not always correspond with what the patron wants.

However, the patron's experiences and opinions are extremely important. Dissatisfied customers share their criticism with others and in the long run threaten the restaurant's popularity and profitability. Customers who do not behave themselves need to be expelled, partly for the sake of the working environment, but also so that you can keep good clientele who want a pleasant evening. But the person who has been expelled from the restaurant should speak well of your workplace the day after. How can you get patrons to accept a 'no' and, without too much disapproval, follow your directives?

The starting point of the conflict:

You and the patron want different things – you decide

You think that the patron is too inebriated to continue drinking. The patron wants more beer. You are about to have a conflict of interests.

Because of your professional role, you are obliged to act when you feel that the patron is not keeping within the limits of the law. The conflicts that you can wind up in are therefore

similar to those of the police or other people in authority. In your life outside of work, you can use many strategies to deal with conflicts, such as compromising and meeting the other person halfway. In your professional role, you need to use strategies which allow you to get your way.

You are sober and the patron is intoxicated

There is a big difference between handling a conflict with someone who is intoxicated compared to someone who is sober. Alcohol causes impaired judgment and lowered inhibitions, a combination which can make conflicts arise more easily and make people more aggressive.

Alcohol makes the relationship between past present and future dissolve and time shrinks to one moment: right now. It's not the case that you completely forget or lose your sense of the future, but the alcohol high makes you think 'I feel so good right now and I don't care about what happened yesterday or what's going to happen tomorrow.'

That's what it is often difficult to appeal to the common sense of intoxicated patrons by saying that they behaved badly last time they were drunk or that they will feel bad tomorrow. An inebriated person only cares about here and now. This is why the insult is so great when you are forced to tell someone to leave the restaurant, since in their drunken state, they think they are having a wonderful time. You and the customer are on completely different levels in terms of sense and reason.



The patron can lose face due to your 'no'

Being refused admittance to a restaurant or being expelled is easily seen as an insult. All people want to be perceived in a positive way and they want to make a good impression on the people around them; we do not want to be embarrassed, insulted or disrespected. It is difficult when someone claims that we are behaving in a way that is undesirable. The conflict situation can easily escalate when someone is in a drunken state.

This can be especially difficult for someone whose ideals are restraint, strength and self-control. By being rebuked and reprimanded, a person can feel that they have lost face. That person thinks that they are perceived as weak or afraid of conflict and that will bring about less respect and prestige in the eyes of others. Helping one another to get out of a conflict with self-respect and dignity is an important part of conflict management.

Some prerequisites for handling conflicts:

The patron does not decide – you do

A prerequisite for a good work environment is that the patrons feel that you are in command. The owner and the staff are responsible for the service of alcohol and they are in charge. The patrons must accept this.

Everyone helps out and knows the rules

The entire staff need to agree about what rules apply (the owner, waiting-staff, doorstaff, bussers ... everyone should know). In this way there is a noticeable confidence in the staff that rubs off on the customers. You should know, for example, what degree of intoxication is acceptable and what should be done if a patron is menacing and violent. Clarity and consensus are created through education, regular meetings, rules in writing, signs, *etc.*

Feeling good at work

Handling conflicts in a good way requires a good working environment and that you are in balance psychologically. What are your working conditions – are there adequate opportunities for breaks, food and rest? It is your employer's responsibility to make sure that you have a good working environment and that there are enough employees so that it is possible for you to do a good job.

Factors that influence conflicts in the restaurant

A restaurant's business hours

In general, the later a restaurant is open, the more intoxicated the customers get. On top of that, both patrons and staff can be tired. Because of this, more personnel are required at late-night restaurants in order to better handle conflicts.

The design of the restaurant

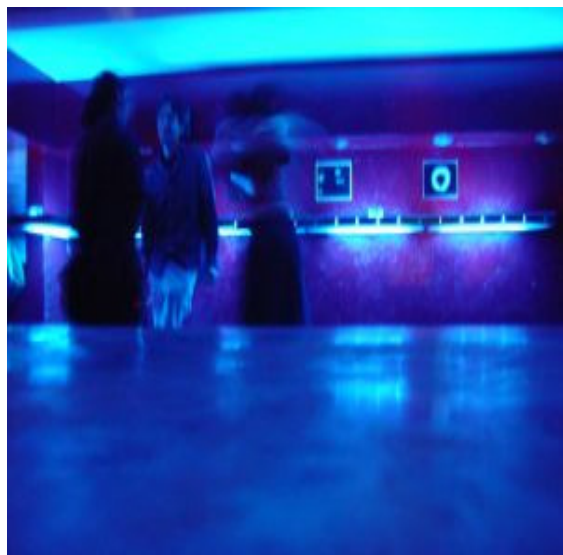
Crowding and queues create conflicts. Are the entrance, the coat-check, bar and restrooms designed in a way that avoids unnecessary crowding and waiting? How does the queue system work? Is it possible for the staff to easily survey the premises and is it easy to provide quick service? Lighting affects the chances of detecting conflicts early.

Security guards and security arrangements

Security guards, who are trained by law enforcement authorities and are under the supervision of the police, have the responsibility to maintain order and safety. By using security guards, the rest of the staff can be relieved from dealing with difficult conflicts. Alarm systems and surveillance cameras can prevent and facilitate conflict management.

The restaurant's clientele

Different target groups have different types of conflicts. Having a very young crowd, who are not used to drinking alcohol, may result in a certain type of conflict. Appealing to a middle-age crowd, with customers who are used to thinking they are right, may result in other types of conflicts.



5 steps for saying 'no'

Remember the example from the beginning of this section about the restaurant manager who sees two patrons at the bar? They spread out sloppily, they drop glasses on the floor, they are noisy and are clearly heavily intoxicated. The manager has to make sure that these people leave the restaurant. How should he/she proceed? Below is a model with some advice.

1. Respectful treatment

Be polite and pleasant, it increases the chances that you will be treated pleasantly in return. Never use insulting or demeaning words or body language. Do everything so that the person in question does not lose face, have your discussion in private, not in front of friends or colleagues.

2 Provide an explanation - appeal to common sense

When you make request, you should explain the situation and appeal to the customer's common sense. Explain why you are doing what you are doing. Refer to the law on alcohol, your responsibility, the restaurant's policy and what you are required to do. Try to make the person understand that you are also saying no for his/her sake (it is fully possible that the patron drops by the next day to thank you).

In the case of the restaurant manager, he/she can say:

'Sorry to bother you guys, but I need to talk to you a minute. It seems to me that you've had a little too much to drink tonight and unfortunately I have to ask you to leave the premises. I understand if it doesn't feel good, but the law, which we are required to follow, does not allow patrons to be as intoxicated as you are. We can lose our liquor license. When you are drunk, you run a great risk of having an accident. I want to do what I can so that your night ends well. And naturally, you are welcome to come back some other time.'

Talking to a drunken individual requires you to speak clearly with short, simple sentences. Using too much reasoning doesn't work.

Take time to listen to the person's own explanation, few people give up right away but rather try to explain that 'I am not at all too drunk'. Stick to your standpoint and repeat your arguments if necessary.

MOST CASES STOP HERE AND THE PERSON ACCEPTS YOUR REQUEST

3. Explain the alternatives and their consequences

If the person does not accept what you are saying, present the alternatives about what can happen. Tell them also what the consequences of their actions will be if they do not do as you say. The person can choose, for example, between leaving on their own and being welcome back another time; you calling a security guard who will take them out; or you calling the police to take them to the police station. Make sure the person knows that they choose, and they should choose the best alternative. Never threaten to use an alternative that you do not intend to carry out.

The restaurant manager in our example above could say, for instance:

'I have listened to you now and I understand that you do not think that you are too drunk. But as I have said, I am obliged to follow the law and according to the law you are too drunk. I must ask you now to make a choice. Either you go with me to the door and you can call a taxi so that you get home, or, if you do not come along with me, I will have to call a security guard and he will have to help you out.'

4 Request confirmation

Ask the person what he/she intends to do. In this way you can make the person think twice.

'After what I said, what are you going to do?'

IF THE PERSON DOES NOT ACCEPT, WHAT WILL YOU DO? BE PREPARED.

5. Act

If the person still does not do what you say, act in accordance with the alternatives you mentioned in point 3 above. For example, you need to know now how to contact security guards and when you should call the police.



Useful tips in conflict management

Coaxing a drunken person off the premises.

It is simpler to expel a person if you are near the entrance and in the vicinity of other staff members. You can try to coax a drunken person out by being indirect about what you want, asking the person to follow you so that you can have a quiet place to talk. Go to the entrance and give them your message there.

Calming an agitated patron - ask questions

A man is sitting, hunched over a table with his face hidden in his hands. Another patron called for the security guard after the man smashed a glass on the floor. The security guard comes and sits down next to the man and asks how things are. The man's eyes are red from crying; he slurs and yells 'none of your damn business.' The security guard asks again 'are you ok, it seems like something has happened. Do you want to talk?' He then says that his girl danced with some other guy and left the bar with him. They talk about what he should do now and agree that they should call a taxi so that he can get home. The man realizes himself that he can't do too much about the situation at this moment.

By getting an agitated person to talk – *ie* putting words to what has happened – he/she goes from an emotional state towards thinking more logically and rationally. Take the customer to the side and ask him/her to explain from the beginning. Ask 'what happened then?' *etc*, acknowledge their feelings. In this manner, the aggression will dissipate and the person will be more cooperative.

Relaxed body language

A relaxed and non-threatening body language is a factor in ensuring that a conflict does not escalate. Make sure that the person in question does not feel cornered or threatened.

Signs

One way to clearly show what rules and laws apply at the restaurant is by setting up signs. Referring a person to a posted sign is easier and less personal towards the patron than repeating a request orally.

In case of a threatening or violent situation

You are working at a small restaurant. A clearly intoxicated man comes and stands at the bar. He orders a beer. You tell him that he is too drunk and that you are not allowed to serve him. The man goes berserk, jumps over the bar and screams in your face 'I'm gonna kill you!' He grabs a beer glass which is on the bar and raises it in the air. You fear

for your life since the man seems to mean what he says.

If you find yourself in the middle of a situation in which a customer gets highly aggressive and threatening – and you fear for your life – you should give the customer what he is asking for. Get yourself somewhere safe and alert the police and they will take care of the situation. Remember that behind aggressive behavior, there is often fear. For this reason, you should be as composed as possible and try to calm the person in question. Make sure that you are not standing in the way – do not block the violent person's escape route.

After a violent or threatening situation

To continue the situation mentioned above. In order not to create a dangerous situation, you give the man a beer. He accepts and sits at a table, but he is still angry. You go into the kitchen and call the police; you describe the person and ask the police to be very careful when they come. 15 minutes later, four policemen arrive. You discretely identify the man and hide in the kitchen. You feel exhausted and want to cry.

Anyone who has experienced a serious situation should get support directly after the incident and should not be left alone. The person should not continue to work as if nothing has happened, but rather should leave work. It takes time in peace and quiet to process what has happened. There should always be someone close by for a while. The employer has the overall responsibility for the work environment and after such an incident, he/she is required to find out what has happened to make sure that the affected employee gets the necessary support. Perhaps a report should be made to the police. The rest of the staff need information so that rumors do not arise.

Mental preparation – as best you can

'It is not easy think clearly or creatively if you have a gun to your head. You must arrive at your own solutions yourself' Ghandi

How do you usually act in conflict situations? It is difficult to act effectively and rationally if you feel pressured, frightened or threatened. That's why it is important that there is a continuing dialog at every workplace about those situations that can arise. In this manner, it is possible to mentally prepare oneself and thus improve the odds that you can handle conflicts in a good way.

Thanks to: Mikael Högberg, Andreas Sten, Barbro Lenneér Axelsson & Ewa Lindblad

A policy for the responsible service of alcohol:

How does the daily routine work at your restaurant? What procedures steer your particular business? Below are a few suggestions about what a policy for the responsible service of alcohol can include.

Procedures at the door

- Who is in charge of admittance, door staff/security guard? How do they work?
- What degree of inebriation is acceptable for patrons when they are admitted?
- If security gates and/or surveillance cameras are in place, what are the procedures for their use?
- What other procedures are there for admission, for example, is there a queue system?

Limits sober/inebriated

- What degree of inebriation is acceptable for patrons once they are on the premises; where do you draw the line for expulsion?
- In what ways are the staff educated about what limits apply?

Expelling a patron (who is, for example, intoxicated, on drugs or disorderly)

- Who is responsible for expelling the patron (*eg* a bartender, the waiting staff, the restaurant manager, the owner or door staff?) How does communication work between the different employees at the restaurant? How is the incident documented?

Proof of age when alcohol is sold

- What procedures apply for checking that customers that purchase alcohol are over 18?
- What procedures apply to ensure that alcohol is not being passed on to underage customers?

The service of alcohol, closing time and the beverage manager

- What procedures apply for the service of alcohol, *eg*, whole bottles of spirits allowed?; what applies during Happy Hour, official entertainment, *etc*; what about 'free alcohol', *etc*?
- How does the restaurant ensure that food can be offered during the times when alcohol is served?
- What are the procedures concerning closing time? Do they ensure that closing takes place on time? Who are the beverage managers? In what way can you be sure that these people are suitable for their job?

Education and information to staff

- In what way are the staff educated about the Swedish Law on Alcohol and the responsible service of alcohol?
- Is there, for all employees, an alcohol and drug policy in writing whose purpose is to prevent abuse, illness and accidents at work?

Drugs and other criminal activities

- In what way are the staff educated about discovering drug abuse at the restaurant?
- What procedures apply if drugs are found at the restaurant?
- Who is responsible in this situation and who contacts the police?
- What measures does the restaurant take to prevent drug abuse (*eg* the physical environment)?
- What are the procedures if someone suspects that people under the influence of drugs are at the restaurant or that drugs are being sold or that some other criminal activity is taking place?

Threats, serious incidents and crisis management

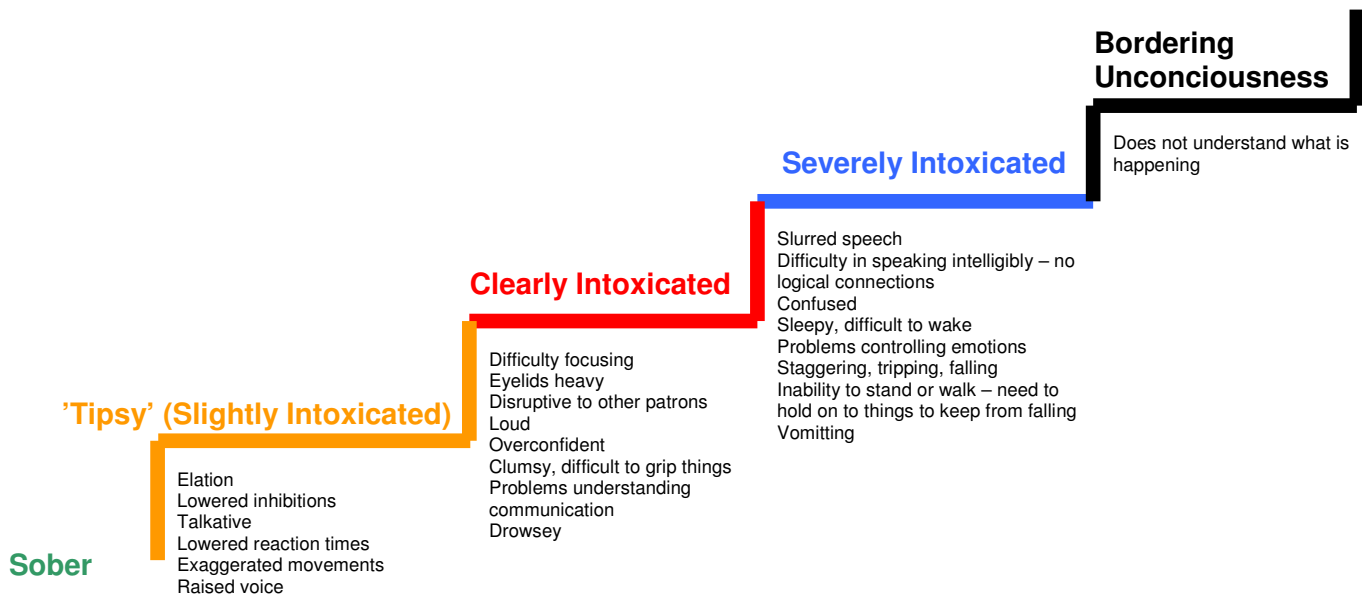
- What procedures apply in hostile situations? *Ie*, how should the management and staff act? At what point should the police be called and whose responsibility is this?
- If something serious happens, *eg* serious threats, robbery, gun shots, *etc*, how is this handled by the management? At what point should the staff be offered crisis counseling?

Writing a policy

Do you have questions about how to write a policy? The people at RUS will help you!

Sober - Drunk

What limits apply at your restaurant/bar?



LOB (Act on Intoxicated Persons given into Custody): The Police have the right to take into custody people who are found to be affected by alcoholic beverages or other intoxicants that they cannot take care of themselves or present a danger for themselves or for others, Such people may be found on several levels in the steps shown above.

Contact us if you have questions:

Contacts for RUS:

Pernilla Gilvad
Telephone: 031-367 93 45
pernilla.gilvad@rus-gbg.se

Lennart Johansson
Telephone: 031- 367 93 46
lennart.johansson@rus-gbg.se

Visiting address:
Engelbrektsgatan 71

Application for RUS training:

info@rus-gbg.se

More information available at:

www.rus-gbg.se

Licensing Authority (*Tillståndsenhet*)

Telephone (reception): 031-367 90 91
Visiting address: Bohusgatan 15
Mail address:
tillstandsenheten@socialresurs.goteborg.se
Box 5282, 402 25 Göteborg

Police

Göran Stenström
Telephone: 031-739 47 53
goran.stenstrom@polisen.se

The Nordhem Clinic (*Nordhemskliniken*)

Do you or any of your staff have problems with alcohol or drugs? You can visit the Nordhem Clinic without a referral or an appointment. You can see a doctor on the same day.

Visiting address: Fjärde Långgatan 7B
Telephone: 031-85 71 70 / 71,
(The reception is open between 09.00 – 14.30)
www.aleforsstiftelsen.com



Copyright for educational material for RUS-training: Louise Bergman, project leader for RUS, August 2005
Translated by Joseph Trotta, December 2007

RUS is a project in cooperation with the restaurant industry, the Police Authority in Västra Götaland,
the City of Göteborg, SHR (the Swedish Hotel and Restaurant Association)
& HRF (the Swedish Hotel and Restaurant Workers' Union)

www.rus-gbg.se

