

16th February 2007

Dear Alcohol Retailer,

Re: Free Training Resource for Staff



I am pleased to enclose a sample copy of this year's revised edition of "Calling Time: helpful advice for staff". Designed for bar staff, glass collectors, door supervisors, off licence staff, or anyone working at temporary events where alcohol is supplied or sold.

This brochure is a resource which can be used to support the implementation of your sensible drinking policy. Over the past year, it has been used to assist staff during their induction period, support staff training sessions, and boost ongoing learning and development.

Understanding alcohol and its effects
Common drinks' strengths and unit content
Acceptable forms of I.D. for proof of age
Recognising signs of intoxication
Tips for communication/sales refusal

Staff training record log
Facts and useful information
Discussion points
Space to write notes
Tips to take away

You can order supplies for free, in bulk supply, for any venue or event where alcohol is supplied or sold. If you require any further assistance in assessing your staff's training needs or establishing/reviewing your sensible drinking policy, please do not hesitate to contact me.

Regards,

Liz Burns RMN

Public Health Development Advisor-Alcohol

NHS Drinking Responsibly Project

Order Form

Calling Time: helpful advice for staff

NHS Drinking Responsibly Project offers staff in alcohol retail a **free** self-help guide

- Understanding alcohol and its effects
- Common drinks' strengths and unit content
- Acceptable forms of I.D. for proof of age
 - Recognising signs of intoxication
- Tips for communication/sales refusal

New Staff training record log
Facts and useful information
Discussion points
Space to write notes
Tips to take away



**You can telephone, email
or return this form to Liz Burns**

Name:

Telephone:

Address:

Order Quantity: (maximum order 50 per venue)

Please return to: Liz Burns, Public Health Development Service, 3rd
Floor, Mauldeth House, Mauldeth Road West, Manchester M21 7RL
0161 882 2310 elizabeth.burns@manchester.nhs.uk