



## Signs of Drunkenness

### ABCs

### Intoxication

### Advanced Intoxication

#### Appearance

Poor focus/no eye contact  
Eyes bloodshot  
Unaware of spilt food

Falling asleep  
Drooping eyelids  
Very dishevelled, sick/urine stains

#### Behaviour

Becoming argumentative  
Overfriendly/disinhibited

Very aggressive/threatening/violent  
Inappropriate sexual advances

#### Co-ordination

Bumping into things  
Occasional stumbling  
Sways when standing still

Very unsteady on feet  
Severe staggering  
Needs wall for support/holding up

#### Speech

Loud/repetitive  
Often slurring words  
Difficulty forming words

Doesn't make sense/loses train of thought  
Very slurred speech  
Unable to speak

**Remember to record it in the refusals pad!**

## 5 steps to safe service

1. Look for more than one sign of intoxication to make your decision: What do they look like? How are they behaving? How are they standing? What are they saying?
2. When you make your decision, explain the law, tell them you're sorry, explain you want to keep your job and avoid a fine
3. As with all customers, give them your attention and keep regular eye contact as you talk. Your attitude will affect how they respond to you
4. Use closed statements that do not leave much room for debate or discussion. For example "I'm really sorry I can't serve you alcohol at this time"
5. From the refusals pad, tear off the customer card and explain: "It's all on here if you want to look at it later"