



Actions to Prevent Further Sales of Alcohol to Under Age Persons **(Off-licence)**

Actions for the Premises/ Staff to address:

- Formal staff training by a Personal Licence Holder or the Designated Premises Supervisor for all sales staff, properly recorded and signed off after training. Regular (every 4 weeks) refresher training.
- Staff selling alcohol to be a minimum age of 21.
- If it is necessary for sales staff to be under 18, staff authorising their sales should be minimum age of 21.
- Signs clearly displaying a lack of tolerance towards underage drinking e.g. 'challenge 25'.
- Consider appointing additional Personal Licence Holders (PLH) or putting existing staff on the PLH course.
- Ensure refusals register is maintained & checked by DPS (This applies especially where it is electronically recorded via the till as it requires a concerted effort being made to check the print out). DPS should check each member of staff is refusing sales and not just the number of sales being refused by the store.
- If the company does not feel confident that the DPS is capable of meeting the requirements of the job they should consider replacing him / her with a more competent person. **Further sales of alcohol to U18 year olds may result in a review of the premises licence or of the DPS' personal licence.**
- Address possible intimidation of staff by introducing new procedures for them to summon help & by looking at staffing levels (numbers/age) at peak times. i.e. Thursday, Friday, Saturday 5pm to close.
- Conduct internal test purchases & reminders re under age sales & proxy sales should be undertaken
- Positive reinforcement of good practice to all staff.

Signed

Designated Premises Supervisor

Date:

