

GROUP ORDERS & IDs

A Quick Reminder for Sellers & Servers

THE MOMENT TO WATCH FOR

A group orders drinks.

One person **steps away** or isn't present.

If alcohol is meant for them — **STOP**.

THE RULE (BIG & BOLD)

If alcohol is for someone, you must check their ID first.

No ID means:  No drink  No glass  No workaround

COMMON MOVE YOU'LL SEE (the “covering” for the person)

“They just stepped away.”

“Just set the glass out.”

“They’ll be right back.”

“You’ll catch them in a minute”.

 These are **negotiation tactics**, not permission.

WHAT TO DO INSTEAD

✓ Stay friendly


✓ Stay consistent

✓ Serve only what’s compliant


✓ Keep control of the alcohol

You’re not refusing service — you’re delaying it until it’s legal.

PHRASES THAT WORK (USE THESE - Friendly. Firm. Final.)

 “If the drink is for him, I need to see his ID first.”

 “I can serve what’s ordered for the people who are here.”

 “Once I see his ID, I can finish the order.”

 “I’m just following the law.”

REMEMBER

- Glasses count as service
- Intent to serve still counts
- Consistency protects **you**
- The law backs you up

BOTTOM LINE

You are the front-line professional.

- If alcohol is **intended for someone**, you must **check their ID first**
- Glasses count as service
- Friendly does not mean flexible
- You are the front-line professional - and the law backs you up

Alcohol Responsibility Matters

- Clean icons (ID, stop hand, glass)
- Short blocks of text
- Bold rule in the center
- Warm but authoritative color palette
- Easy-to-read from **behind the bar**