

Washington Online Mandatory Alcohol Server Training (MAST) Course Workbook



**American
Safety Council**

Contact Information

If you have any questions, comments or complaints about the program, please contact the Washington State Liquor Control Board or American Safety Council using the contact details below.

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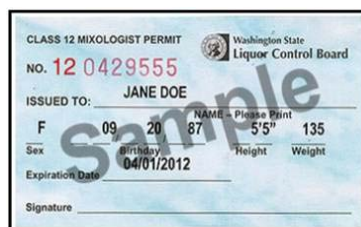
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Module 1 Review:

- Washington law requires requiring Mandatory Alcohol Server Training (MAST) for managers, bartenders and other employees who serve alcohol or supervise the sale of alcohol for on-premises consumption at liquor licensed establishments
- You must get your MAST permit from an approved course provider within 60 days of hire, unless you are an employee of a grocery store with a wine and beer tasting endorsement, you must obtain a Class 12 permit immediately
- Your permit is valid for five years from the date of course completion
 - After five years have elapsed, the permit expires on the first day of the month after you took your test.
 - For example, if you took your test on January 15th, 2011, your permit will expire on February 1st, 2016
- To renew your permit, you must take an approved MAST course before your current permit expires
- If you lose your valid MAST Permit, you must complete an Affidavit of Lost or Replacement Mixologist/Server Permit and mail it with a \$5.00 check made out to WSLCB
- Your permit and supporting identification must be available for inspection when working
- Your permit is your property, not the property of the licensee
- You may use your permit at more than one establishment
- Be sure to make two copies of your permit as soon as you receive it
 - Give one to the licensee for their records
 - Keep one for your own reference
- Class 12 Mixologist Permits are for alcohol handlers age 21 and older
- Class 13 Server Permits are alcohol handlers age 18 and older
- Note: A Class 13 Permit holder may upgrade to a Class 12 permit once he/she turns 21 for no additional cost



Module 2 Review:

- ❑ Alcohol is a legal drug that acts as a depressant of the central nervous system
- ❑ Effects of alcohol on the central nervous system include impairments in judgment, muscle coordination, vision, reaction time and alertness
- ❑ Alcohol is absorbed in the stomach and small intestine, where the blood transports the alcohol throughout the body to be dissolved in the water in the other tissues of the body, with the exception of fat tissue
- ❑ The first thing affected after drinking alcohol is a person's judgment
 - Stages of intoxication:
 - Drinker more talkative and friendlier; flushed appearance; some muscle relaxation
 - Loss of balance, confusion, impaired speech and vision. May become unreasonable and display unusual anger, violence, and/or fear
 - "Danger Zone": barely conscious and cannot stand or walk without assistance. Minimum control over mind and body
 - Finally, passes into a deep coma; the drinker most likely dies from respiratory paralysis
- ❑ Alcohol can affect people differently based on physical and psychological factors
 - The concentration of alcohol in the drink
 - Type of drink
 - Full/empty stomach
 - Body type
 - Gender
 - Fatigue
- ❑ Ways to reduce alcohol absorption include having food in the stomach, increasing the amount of time between alcoholic drinks and decreasing the number and types of alcoholic drinks consumed



Module 2 Review Continued :

- It is important to distinguish between someone who has been drinking and a person with a disability or other physical issues
- The only way to eliminate alcohol from your body is time
- FASDs are a group of debilitating conditions that can occur in a person whose mother drank alcohol during pregnancy
- FASDs last a lifetime and there is no cure
- The effects of FASDs can include any one or a mix of the following:
 - Physical problems
 - Behavior problems
 - Learning problems
- FASDs are 100% preventable
- According to the U.S. Surgeon General, to prevent an FASD, a woman should not drink alcohol while she is pregnant, or if she suspects she might be pregnant



Module 3 Review:

- The synergistic effect is what happens when you combine the intake of two or more drugs at the same time
- The synergistic effect is different with each combination, each time, and each person
- The most dangerous aspect of synergism is the additive effect
- People often fail to realize that many drugs as prescribed by their physician have warning labels attached noting alcohol consumption with the drug could be very dangerous
- Many over-the-counter medications contain alcohol, sedatives and related substances
- Higher dosages of a depressant results in intoxication similar to alcohol intoxication and is often accompanied by impaired thinking, lack of emotional control, and aggressive behavior, followed by drowsiness
- When alcohol is consumed it appears to act as a stimulant for the first hour after consumption, but is physiologically a depressant
- Stimulants can heighten impulsive, impatient, and aggressive behavior, which can distort the person's decision-making process
- Higher chronic use of narcotics and use in combination with alcohol is particularly dangerous, especially after the euphoric high when drowsiness and even coma may result
- Hallucinogens can cause the user to believe they see objects that are not really visible
- Most inhalants produce a rapid high that resembles alcohol intoxication



Module 4 Review:

- In the United States in 2009, 38% of total traffic fatalities for the year were alcohol related
- In the State of Washington in 2009, 47% of total traffic fatalities for the year were alcohol related
- Crashes involving alcohol and drugs typically have twice the number of injuries and deaths as crashes without alcohol and drug involvement
- According to a study conducted by the NHTSA on economic costs of traffic crashes, \$51.1 billion or 22% of all economic costs of traffic crashes are attributable to alcohol-related crashes
- Losses to society that are a result of DUI include:
 - Medical costs
 - Work loss
 - Societal loss
- Alcohol has a demonstrative effect on the reaction time of drivers
- Reaction time is increased with each drink, time that can make the difference between a crash and avoiding a crash
- BAC is the abbreviation for the concept of Blood Alcohol Concentration
- The legal limits for BAC in Washington are as follows: .08 or more if over age 21, .02 or more if under age 21, and .04 or more if driving a commercial vehicle
- The body can eliminate about .015 of BAC per hour
- If a person refuses to take a blood alcohol test while they are stopped by a law enforcement officer in Washington, their license will be revoked
- The Washington Liquor Control Board officers investigate the over-serving of patrons and utilize the Washington State Patrol's tracking system that records where the offender consumed their last drink before being arrested for driving under the influence



Module 5 Review:

- Washington State law prohibits the sale of alcohol to minors and apparently intoxicated persons
- If you serve/sell alcohol to a minor or apparently intoxicated person:
 - You could be fired from your job
 - Your establishment could be fined or have its liquor license suspended or revoked
 - You could face criminal citation, fines and jail time
- You could face civil claims filed by the parties injured by the intoxicated individuals you served
- If someone is injured by a person you served who was apparently intoxicated you could have to compensate the victim for medical expenses, loss of wages, pain and suffering and property damage
- If you serve someone who was apparently intoxicated, and that person dies as a result, you may have to compensate the family of the victim for emotional damages and loss of lifetime wages for the deceased
- While DUI accidents are a serious concern, it is important to note that you may face civil charges for incidents resulting in injury or death that are not traffic related
- When a 3rd party claim is filed, you will face civil charges if the judge/jury decides that the person you served was “apparently intoxicated”
- Possible signs of intoxication:
 - Impaired speech, reflexes and vision
 - Impaired coordination
 - Inattention and mental confusion
 - Reduced judgment/inhibition
 - Changes in mannerisms/appearance
 - Dishevelment
 - Signs of past or present incontinence or nausea
 - Smell of alcohol on breath
 - Changes in behavior/mood swings



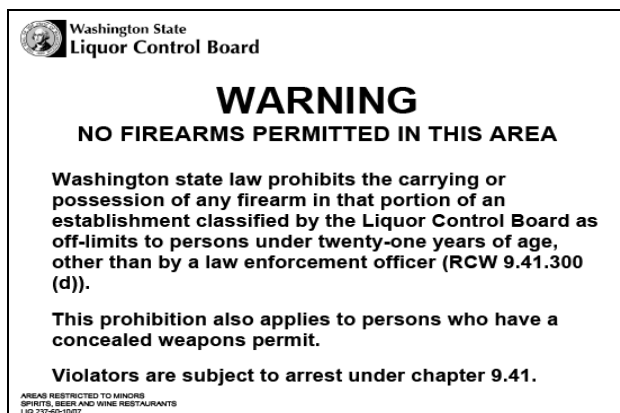
Module 6 Review:

- It is prohibited to sell or serve alcohol to persons under age 21
- Behavior patterns characteristics of minors include:
 - Appearing in groups and cliques
 - Adhering to known fads and fashions popular with minors
 - Trying hard to “fit-in”
 - Playing drinking games
 - Guzzling beer (drinking fast)
 - Lack of confidence or over-confidence
- Checking identification is the best way to protect yourself and your establishment from making illegal alcohol sales
- Warning Signs of Altered or Counterfeit IDs:
 - Erasures
 - Cut and paste numerals
 - Substandard or too perfect graphics
 - Substandard lamination
- Most IDs have certain characteristics that make them difficult to forge or duplicate
- Use the F.L.A.G method to check ID – Feel, Look, Ask, before you Give the ID back
- If you have examined an ID and still have your doubts, you must require the person to sign a licensee certification card
- Washington law does not allow liquor bars in areas where minors are permitted
- A liquor bar has the following features:
 - A table or counter where alcohol is stored or prepared and served to customers who sit or stand at the bar
 - This includes alcohol dispensers that are placed on or attached to the table or counter
 - Liquor bars can only be in lounges or in premises where minors are not allowed at any time



Module 6 Review Continued:

- While under specific circumstances some employees age 18 and older may be permitted in off limits areas, these employees shall not be permitted to perform activities or functions of a bartender
- Permit-holding employees, age 18 and over may:
 - Take orders for, serve and sell liquor in any part of the licensed premises except cocktail lounges, bars, or other areas classified by the Washington state liquor control board as off-limits to persons under twenty-one years of age
 - Enter such restricted areas to perform work assignments including picking up liquor for service in other parts of the licensed premises, performing clean up work, setting up and arranging tables, delivering supplies, delivering messages, serving food, and seating patrons
- Licensees and employees may not consume liquor of any kind while working on the licensed premises; except under certain conditions as an employee of a licensed beer or wine manufacturer
- Licensee and employees have the responsibility to conduct the licensed premises in compliance with all Washington laws
- Between the hours of 2 a.m. and 6 a.m. alcohol may not be sold, served, possessed or consumed by patrons
- Sufficient lighting must be maintained so that identification may be checked and patrons may be observed for the enforcement of liquor laws and rules
- Required signs include minor, food, FAS/FAE and firearms postings



Module 7 Review:

- ❑ As a MAST permit holder, it is important to be aware that Mixologists and Servers may be cited criminally and sanctioned administratively for violations of certain liquor laws
- ❑ As a server, if you violate certain Washington State liquor laws, you lose your job, be rejected for future employment, have a criminal record, serve possible jail time
- ❑ As a server, if you violate certain Washington State liquor laws, you could have your MAST permit suspended, be assessed a monetary penalty, have your permit permanently revoked
- ❑ For permit holder violations against liquor law within a three year period, generally:
 - 1st violation = 5 day permit suspension, or \$100 fine
 - 2nd violation = 10 day permit suspension, or \$200 fine
 - 3rd violation = 30 day permit suspension, or \$400 fine
 - 4th violation = Revocation of permit
- ❑ For permit holder violations of selling/serving alcohol to a minor:
 - 1st violation = 5 day permit suspension, or \$200 fine
 - 2nd violation = 10 day permit suspension, or \$400 fine
 - 3rd violation = 30 day permit suspension, or \$500 fine
 - 4th violation = Revocation of permit
- ❑ For permit holders conviction of liquor laws, DUI or felony
 - 1st violation = 5 day permit suspension, or \$100 fine
 - 2nd violation = revocation of permit



Module 8 Review:

- As an alcohol seller/server, it is your legal obligation to:
 - Not sell/serve alcohol to minors
 - Not sell/serve alcohol to apparently intoxicated persons
 - Not permit any disorderly person to remain on the licensed premises
 - Not engage in or allow behavior that provokes conduct which presents a threat to public safety
- When dealing with problem customers it is important to keep a professional attitude by making eye contact, being respectful being direct
- Suggest non-alcoholic beverages
- Don't touch the customer
- When dealing with problem customers, don't waiver or over-explain
- Put the responsibility for refusing service on the law
- If the customer refuses to adhere to your decision, it is important to recognize for yourself that the customer is acting in an irrational manner because he/she is intoxicated
- Observe patrons for signs of impairment:
 - Count drinks and use a BAC chart to estimate their level of intoxication
 - Note customer's initial mood and conduct; watch for changes in mood or behavior
 - Observe customer interactions
- If someone is apparently intoxicated, you can offer an alternative for getting home such as taking a taxi, using public transportation or calling a sober friend
- To protect yourself and others, call law enforcement if you think a situation has potential to escalate
- As a rule, if you have any question as to whether serving a patron might open the door to liability, refuse to serve



