



Smart Serve® Training Workshop

COST: Please speak with your Employment Counsellor at Tropicana Employment Centre

WHAT IS SMART SERVE® TRAINING?

- ❖ Smart Serve® is for people who work or volunteer in an environment in which alcoholic beverages are served.
- ❖ The training helps people to develop proactive approaches to preventing alcohol-related problems, to recognize signs of intoxication and to implement intervention strategies for aggressive customers.

WHO SHOULD TAKE SMART SERVE® TRAINING?

- ❖ Individuals who serve alcohol or work in areas where alcohol is served, or individuals who plan to work in an establishment that serves alcohol.

WORKSHOP FORMAT:

- ❖ Classroom setting, maximum 15 participants.
- ❖ While watching a video, participants work through a workbook.
- ❖ Each person completes a 25-question test. The test is collected by the facilitator, sealed and mailed to Smart Serve® Ontario's offices for marking.
- ❖ A minimum score of 80% is required to pass.
- ❖ Smart Serve® processes tests in 3-4 weeks.
- ❖ Scores below 80% are permitted one re-take test before Smart Serve® re-training is required.
- ❖ Each person in the training receives one workbook and one test. The fee also covers the cost for the test processing. If the participant passes he/she will receive a wallet size certificate and a lapel pin.



FOR INFORMATION, CALL TEC AT (416) 491 - 7000 AND ASK FOR A SMART SERVE® FACILITATOR.

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The Smart Serve® information on this flyer was taken from the Smart Serve® Website at www.smartserve.org