New Employee Orientation

The Pennsylvania Liquor Control Board thanks you for being a responsible licensee in your community. Employee orientation is a key step in ensuring that your staff takes responsible alcohol service as seriously as you do. We suggest that you re-familiarize yourself with this crucial information by reviewing our brochures: Alcohol Server Responsibility (LCB-91), Licensees, Minors, & the Law (LCB-94), Fake ID (LCB-95), and House Policies (LCB-93) and that you utilize these brochures when you conduct employee training. Effective employee training is an on-going process. It is critical, however, that your new employees have this basic, yet important, information BEFORE they serve their first drink.

When conducting employee training and completing the New Employee Orientation form, keep in mind that responsible serving practices begin with a complete and thorough understanding of the relevant laws and knowledge of your own house policies.

While the points listed on the New Employee Orientation form provide detail regarding the law, to achieve sufficient understanding and practical application, you may want to incorporate the following into your new employee orientation and ongoing training:

1. Allow adequate time to cover the material.
2. Allow the employee to ask questions.
3. Include all of your house policies in the new hire orientation.
4. Share in detail your own experiences in relation to responsible serving practices.
5. Ask your new employee questions throughout the orientation to ensure he or she understands the information.
6. Emphasize that this is a team effort and that communication among all team members is vital.
7. Encourage the employee to inform management about incidents.
8. Inform employee that suggestions for improving serving practices are welcome.
9. Assure your employee that you will support his or her decision to refuse service of alcohol to a visibly intoxicated patron.
1. Furnishing or selling alcohol to minors
   a. Does the new hire fully understand the three bodies of law?

2. Acceptable forms of identification
   a. Does the new hire know the acceptable forms of ID?
   b. Is the new hire aware of all your house policies including the policies regarding IDs?

3. Carding practices
   a. Does the new hire know to physically hold the card, use the FEAR method of carding, use the Declaration of Age cards, and document any incident?

4. Visibly intoxicated patrons
   a. Does the new hire clearly understand the difference between visible and legal intoxication and what exactly he or she will be responsible for?
   b. Does the new hire understand that service of alcohol must be stopped at the first sign of impairment?

For more information, please contact:
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