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| **Staff Training Scenarios**  |

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| **Scenario 1** |

**A person requests to attempt payment prior to scanning as they are unsure if the founds are in their account?**

Staff Response: Reject, the legislation states that a person’s ID must be scanned prior to the purchase (transaction) of alcohol being finalised. Given how quick pay-pass can occur, staff should be completing the BDR scan prior to processing the transaction.

Staff must not use pay wave or finalise any electronic or cash transactions prior to the ID scan going green.

Given the frequency of the current ID scanner requiring manual entry, make sure you complete the ID scanning first prior to processing the payment.

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| **Scenario 2** |

**Sale is rejected (red screen) and the next person in the queue offers to buy the alcohol for that person.**

Staff Response: Reject

“I’m sorry I won’t be able to serve you if you do that”

“This system won’t allow us to serve that person alcohol today”

“Secondary supply is also an offence” (indicate to secondary supply pamphlet)

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| **Scenario 3** |

**A couple are browsing for wine, choose their wine, come up to the counter together to pay and each contribute to the cost of the bottle – but only one of them shows their ID prior to the sale.**

Staff Response: Go through approved BDR Process for the individual requesting the sale.

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| **Scenario 4** |

**A car full of 4 people drive thru the bottleshop, all contributing some money to the cost of a carton of beer. The driver collects all the money and hands over an ID with the money to the staff member.**

Staff Response: Go through approved BDR Process for the individual requesting the sale.

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| **Scenario 5** |

**A passenger in the car in a drive-thru is known to the staff member to be on the BDR, yet it is the driver of the car making the purchase of alcohol**

Staff Response: Go through approved BDR Process for the individual requesting the sale, **also** give the individual purchasing the alcohol the NT Government’s ‘Secondary Supply’ pamphlet.

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| **Scenario 6** |  |

**You have been involved in the BDR process where the system says a customer is on the BDR, later that day you identify the same customer on premise.**

Staff Response: The person is entitled to be on the licensed premises but is not entitled to consume or be supplied alcohol.

The staff member must observe the privacy requirements of the BDR.

Accordingly, it would be reasonable for the staff member,

1. to advise the customer that they are unable to be supplied or consume alcohol; and
2. To advise other staff members to ensure that this customer is not supplied or consumes alcohol; and
3. If the customer becomes quarrelsome on being advised of the alcohol ban, you must remove them from the premises.

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| **Scenario 7** |

**A taxi driver seeks to purchase alcohol with a car load of people.**

*NOTE: Alice Springs, Tennant Creek and Katherine all have a licence condition that states:*

*“There will be no sales to taxi drivers on duty”*

Staff Response: Refuse Service

Taxi drivers are not able to purchase alcohol while on duty for their passengers (Taxi Regulations, section 29).

In addition to refusing service, you should also report their Taxi license plate to the Department of Transport.

Taxi drivers involved in the secondary supply of alcohol is an issue that regulators are aware of and will act on if they are supplied to the information.

If an individual passenger wishes to purchase alcohol, normal BDR processes should be followed.

Taxi drivers are only able to purchase alcohol when they are off-duty for their own personal use.

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| **Scenario 8** |

**A person comes through and buys a bottle of wine, the scan is green and the transaction is successful. A few minutes later the same person comes back saying they forgot to get a 6 pack of beer…Do you have to scan the person’s ID again?**

Staff Response: Yes, ask for ID and follow BDR process.

Regardless if you know the person or know that the person is not on the BDR (scanned green a few minutes before) – the legislation states that the BDR scanner must be used for *all* purchases of alcohol.

*You can not pick and choose whose IDs you scan – it is for all purchases*