



Smart Serve® Training Workshop

COST: \$21.50 or speak with your Employment Counsellor at AYCE.

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

Approximately 4 hours long.

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. Successful candidates receive a wallet size certificate & lapel pin.

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 AYCE AT (416) 491 - 7000 AND ASK FOR A SMART SERVE® FACILITATOR.

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