

What is “Serving It Right™”

B.C.’s Responsible Beverage Service Program

What is Serving It Right™?

Serving It Right is a self-study course that educates licensees, managers and servers about their legal responsibilities when serving liquor, and provides effective techniques to prevent problems related to the service of liquor. The course was developed by the Liquor Control and Licensing Branch in association with hospitality industry associations. It is administered by **go2**, B.C.’s tourism industry human resources association.

The *Serving It Right* program, in operation in B.C. since 1989, was updated in June 1, 2007 with the following changes:

- There are no longer two versions of the *Serving It Right* program (one for the server and one for the licensee). It is now a single program.
- The new *Serving It Right* program places an increased emphasis on:
 - signs of intoxication (versus impairment),
 - legal liability,
 - duty of care on and off premises, and
 - the necessity to create and enforce responsible beverage service policies.
- It is now a requirement to holding a liquor licence to have a *Serving It Right* certificate first. There is no grace period.

Who must take the Serving It Right course?

Section 13 of the Liquor Control and Licensing Act and Section 43 of the Regulations requires that the *Serving It Right* course be completed by:

- all licensees, managers and sales staff of licensed establishments;
- anyone who serves liquor in a licensed establishment, except for wait staff working in restaurants that do not have a licensed lounge;
- any director, officer or employee responsible for controlling the sale of liquor, if the liquor licence is issued to a corporation (to satisfy the licensee portion of this requirement); and
- individuals who require *Serving It Right* for a special occasion licence (for example, event managers, paid servers and individuals applying

- individuals who require *Serving It Right* for a special occasion licence (for example, event managers, paid servers and individuals applying on behalf of an organization, association or organized group).
- servers and sales staff taking on management duties are required to take the new course.

Are there any exemptions?

Yes. *Serving It Right* training is not required for:

- wait staff in restaurants that do not have a licensed lounge;
- unpaid managers or servers of a liquor-primary club, provided there is a staff member on duty, whenever the establishment is open, who has completed the training; and
- unpaid servers in a venue licensed under a special occasion licence.
- servers relocating to British Columbia from other Canadian jurisdictions who have a certificate showing proof of completion of a recognized beverage training program (please see the Licensing Policy Manual for a full list of recognized training programs).

Existing *Serving It Right* certificates are still valid — holders do not have to take the course. However, LCLB recommends that all servers holding certificates from the old course and servers holding certificates from programs in other Canadian jurisdictions complete the updated SIR course as a best practice.

Go to www.servingitright.com and sign in. The system recognizes certificate holders and will walk you through the upgrade process. The fee to upgrade is \$10.

How do I take a Serving It Right course?

You may complete *Serving It Right* online or via the print option.

Online option:

To access the course materials online, go to: www.servingitright.com

You must register with an e-mail address and a password. After reviewing the course material, you must complete the registration process and provide payment prior to accessing the exam. Payment can be made electronically using Visa, MasterCard or through PayPal®.

Printed option:

You may pick up the print version of the Serving It Right course materials at government liquor stores, government agents' offices, or order it directly through go2 (see contact information at the end of this fact sheet). Inside the course manual is a registration form and exam that must be completed and sent it along with payment to:

Serving It Right
Suite 450, One Bentall Centre
505 Burrard Street, P.O. Box 59
Vancouver, B.C. V7X 1M3

How much does the course cost?

Course materials are free whether you register online or choose to study from the print manual. There is a registration fee for the exam that includes a plastic certification card. The cost for the online exam is \$35.00 and the cost to take the exam via the print option is \$40.00. Payment can be made online using Visa, MasterCard or through PayPal®; made in person if you visit the go2 office using cash, cheque, money order or debit; or send cheque or money order by mail.

How long does the course take and when will I receive a certificate?

It takes several hours to review the course material in preparation for the exam. If you pass the online exam you will be able to access your certificate number and print your certificate card immediately. If you prefer, for a fee of \$5, you may request your certificate (plastic-laminated) be mailed to you, allowing three (3) weeks for processing. (Certificates will not be mailed until you have paid the \$5.00 fee.)

Note: If you do not pass the course – you must score 80 per cent or better – the exam may be taken again for a \$10 administration fee.

What if I lose my certificate?

- 1) If you had completed the course online, you can log into your online account, (www.servingitright.com), answer your previously set security question, then select the 'print certificate' function to print out a new certificate free of charge. All holders of certificates will be registered and recognized by the Serving It Right program database. If you have not accessed the online pages before, you will have to set up a security question before you can log in. To do so, contact go2 :
Phone : 604 633-9798
Monday to Friday 8:30 a.m. to 4:30 p.m.
E-mail: info@servingitright.com
- 2) If you would prefer to order a new plastic certification card, follow the same steps outlined above but instead of printing, select the 'order certificate' function. The cost for this is \$5.00.

Contact Information:

For more information who has to take the Serving It Right course, contact the Liquor Control and Licensing Branch:

Victoria: 250 952-5787
Toll free: 1 866 209-2111
Email: lclb.lclb@gov.bc.ca
Web: www.pssq.gov.bc.ca/lclb

For more information on how to access the Serving It Right program, contact go2:

E-mail: info@servingitright.com
Web: www.servingitright.com
Phone: 604 633-9798
(Monday to Friday, 8:30 a.m. to 4:30 p.m.)

List of Government Agents offices:

www.governmentagents.gov.bc.ca

List of Government liquor stores:

www.bcliquorstores.com

Liquor Control and Licensing Branch
Phone: 250 952-5787 (Victoria) 1 866 209 2111 (toll free number) Email: lclb.lclb@gov.bc.ca
Web: www.pssq.gov.bc.ca/lclb

