Changes to Serving It Right

Effective September 15, 2015

What is Serving It Right?

Serving It Right is a self-study course offered by go2hr for the hospitality industry. The course covers the legal obligations of anyone who sells and serves liquor in B.C., and offers tips to help workers meet these obligations.

Under current provincial liquor regulations, some licences and staff are exempt from the training. The recent Liquor Policy Review recommended that many of the current exemptions be lifted. The table below highlights the changes, scheduled to take effect Sept. 15, 2015.

What is changing?

- Sales and service staff in restaurants, wine stores, rural agency stores and BC Liquor Stores who do not already have Serving It Right **must obtain it by Sept. 15, 2015**.
- Licensees, managers and sales and serving staff who have completed Serving It Right will now have to **recertify every five years**.
- Anyone completing Serving It Right for the first time will now be required to re-certify every five years.
- Serving It Right requirements for special occasion licence events will be based on the **number** of people attending an event, rather than the **type** of special occasion licence (SOL) a person or organization is applying for (i.e., family, private or public).
- A new abridged training program called Special Event Server Training is being developed for SOL events with less than 500 attendees.

What is the new Special Event Server training?

Special Event Server training will be a specially designed training program that focuses on the responsibilities of liquor service at Special Occasion Licence events. It will be available by summer, 2015.

What training is required for Special Occasion Licence events?

- All SOL licensees and managers must take Serving It Right if the event is for 500 or more people; if the event is for less than 500 people, they take the new Special Event Server training.
- All servers, regardless of the event size, must take the new Special Event Server training or have a valid Serving It Right certificate

How do you get a Serving It Right Certificate?

Certification is obtained by taking the Serving It Right course online or on paper and successfully completing the exam. More information on the Serving It Right course and exam is available through the go2hr website.

Summary of Serving It Right Requirements

Type of Liquor Licence	Serving It Right Requirements (Effective September 15, 2015)
Food-primary (restaurants)	All licensees, managers and servers
Liquor-primary (bars, pubs, nightclubs, casinos, stadiums)	All licensees, managers and servers
Liquor-primary Club (Royal Canadian Legions)	All licensees, managers and servers (including volunteer managers and servers)
Catering	All licensees, managers and servers
Licensee Retail Store	All licensees, managers and servers
Wine Store	All licensees, managers and servers, except sacramental wine stores
Rural Agency Store	All agents and servers
Duty Free Store	All managers and servers, except ship's chandlers
Government Liquor Store (BC Liquor Store)	All store managers and servers
Manufacturers (wineries, breweries and distilleries)	All licensees, managers and servers
Special Occasion Licence events (weddings or community festivals where alcohol is served or sold)	*500 or more people* All licensees and managers must take Serving It Right
	Less than 500 people All licensees and managers must take the new Special Event Server Training
	All servers Paid and unpaid servers must take the new Special Event Server Training

Contact

For information on who has to take the Serving It Right Course, contact LCLB:
Liquor Control and Licensing Branch
1-866-209-2111 (toll-free from anywhere in B.C.)
250 952-5787 (calling from Victoria)
lclb.lclb@gov.bc.ca
http://www.pssg.gov.bc.ca/lclb/

For information on how to access the Serving It Right program, contact go2hr:
go2hr – the Resource for People in Tourism
604 633-9798
info@servingitright.com
http://www.servingitright.com/