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Scott Forbes (right) of Farmington Hills, assistant sales manager for Hubert Distributors, conducts a TIPS training session at O'Sheehan's Eatery. Present for the session included O'Sheehan's staff members (from left) Lori

Smith, supervisor; Larry Sheehan, president; and Timothy Sheehan, executive vice president.

FUNERAL HOMES, INC. SLOCATIONS—ALL NEAR FREEWAYS

Keeping patrons sober

Many local Irish taverns are getting ready for what is probably the biggest bar day of the year for them, St. Patrick's Day, Monday, March 17.

This year, Larry Sheshan of OSheehan's Eatery, an Irish tavern in Farmington Hills, decided the ordering of Irish whiskey, liqueurs and green beer isn't all there is to prepare for the holiday.

So arrangements were made with Scott Forbes of Hubert Distributors, an Anheuser Busch beer distributor, to lead a TIPS training session for all employees directly involved in the serving of alcoholic beverages.

objects directly imp session in the serving of alcoholic beverages.

The goal of TIPS (Training for Intervention Procedures by Servers of Alcohol) is to teach servers to establish acceptable standards of practice for serving alcoholic beverages. It teaches servers bow to Influence aspects of drinking behavior and encourage responsible conduct. Those servers that pass a written exam following this course are then certified.

O'Shechan's employees learned how special techniques can help a patron slow his alcohol consumption rate. Also that certain variables affect intoxication such as an empty stomach, emotional stress or medication.

Over-the-counter drugs, such as an-

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bet. Also certain drinks can reach the blood stream faster than others. A straight-up cockail is absorbed faster than one mixed with water. However, a drink mixed with a sweet carbonated soda, such as cola or tonic, will actually speed the absorption of alcohol into the blood.

THE CRUX of the seminar was how to deal with a patron who is about to overinduse.

Scott said the best way to handle that situation is to treat your guest with dignity. Inform them in a polite way that no more alcohol will be served. Offer coffee (on the house) and try to buy time. Coffee, soft drink, water and food are the best remedies. This will

keep the patron in the establishment longer to allow the blood sleehol level to lower.

Larry Sheehan discussed an incident that occurred about a month ago at O'Sheehan's Eatery in Northville. A regular customer, getting to the point of over-indulging, was cut off by the bartender, Cheryl Bodrie. The man was upset that he was not being served any additional alocholic beverages. He verbally expressed his discontent, then left, saying he wouldn't return.

However, the following day, Bodrie ender a constant of the consta

However, the following day, Bodrie straig, received a dozen roses with a note of apology thanking her for her interest and concern for his welfare.

This incident verified what Scott was a saying—that in the long run most patrons will appreciate the servers concern.

One of the things stressed in the groggen is that it is better to drink on a full stormach.

One of the things stressed in the program is that it is better to drink on a full stomach.





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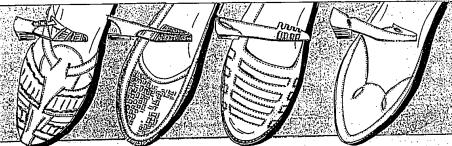
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