

# Keeping patrons sober



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.

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 Sheehan of O'Sheehan'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.

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 how to influence aspects of drinking behavior and encourage responsible conduct. Those servers that pass a written exam following this course are then certified.

O'Sheehan'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 antihistamines or cough syrup, can have an adverse effect on a drinker. Food consumption while drinking is a key aspect in the body's alcohol absorption rate. High protein foods are the best bet.

Also certain drinks can reach the blood stream faster than others. A straight-up cocktail 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 overindulge.

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 drinks, water and food are the best remedies. This will keep the patron in the establishment longer to allow the blood alcohol 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 Budrie. The man was upset that he was not being served any additional alcoholic beverages. He verbally expressed his discontent, then left, saying he wouldn't return.

However, the following day, Budrie 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 saying — that in the long run most patrons will appreciate the servers' concern.

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

## Carpet EMERGENCY

**NOTICE**  
February and March. Our Business slows to a halt. Our bills must be paid. For 4 days No reasonable offer will be refused & we will include FREE installation and pad with your purchase. Act Now.

**SALE DAYS THURS., FRI., SAT. & SUN. ONLY!**

**FREE INSTALLATION** With Any Purchase of 20 Yds. or More

**FREE PADDING** With Any Purchase of 20 Yds. or More

**50,000 YARDS OF CARPET IN STOCK AT ALL TIMES!**

**Call 535-8400**

**WE WILL BRING OUR STORE TO YOUR DOOR.**

**YOUR PURCHASE CAN BE ESTIMATED BY EASIER**

**Karpert Mart**

THE SUPER MARKET OF THE CARPET INDUSTRY

**15510 Telegraph**  
2 Bks. No. of 5 Mile

**535-8400**

SUN. 12-5  
M-F 10-9  
T-W-SA 10-6

**BE ASSURED**  
You can guarantee any future funeral expenses are covered at today's prices. Ask about our regulated, "Trust 100" Funeral Pre-Arrangement Plan. This, and other valuable information is in our helpful booklet "Pre-Arrangement Makes Sense."

**Trust 100**

**FREE NO COST OR OBLIGATION: USEFUL MONEY-SAVING FACTS!**

**HARRY J. WILL**

**FUNERAL HOMES, INC.**  
3 LOCATIONS — ALL NEAR FREEWAYS  
Redford — 25450 Plymouth Rd.  
Livonia — 37000 Six Mile Rd. 937-3670  
Detroit — 4412 Livonia Ave.

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Phone \_\_\_\_\_

## Sensations

SPA AND FITNESS CENTER

**30% OFF MASSAGES!**

FREE! TWO MONTHS FREE WITH ONE YEAR MEMBERSHIP  
FREE! ONE STARTING SESSION  
FREE! ONE DAY INTRODUCTORY WORKOUT

HOURS: MON - SAT 9 AM - MIDNIGHT  
SUNDAY 11 AM - 6 PM

Corner of Grand River & Hogarty  
IN PEPPER SQUARE MALL  
FARMINGTON HILLS

**476-9777**

Limited Time Offer

## Introducing a step beyond bonding... "NULIFE" teeth

Now you can enjoy beautiful, natural looking teeth without drilling, without injections, without loss of more than bonding glue.

Introducing a revolutionary dental technology. This is the use of the latest age matrix composite coverage custom made to fit over your teeth & permanently bonded in place. "NULIFE" teeth can change the color, shape & size of your teeth providing the look you always wanted. Call today to take the step beyond bonding with "NULIFE" teeth!

**Call for FREE consultation**

**Dr. Jacob Pesis & Dr. Solomon K. Pesis**  
Family Dentistry  
28800 W. Eight Mile Farmington Hills, MI 48024 (313) 478-1850

## LIVONIA True Value HARDWARE

### PRE-SEASON SPECIALS

ONE WEEK ONLY thru 3-16-88  
(A Small Deposit will hold your grill or mower till May 1st)

**Charmglow**

**SALE 29.99** Reg. 44.99

Table-Top Gas Grill features convenient push-button igniter. With 170-sq. in. cooking area, porcelain-enamelled steel, more. Permanent Charm Rock Briquettes.

**Sunbeam**

**SALE 99.99**

Dual-Burner Gas Grill has easy Life-A-Matic ignition, post-mounted dual controls. Stay-cool handles, 20-lb. gas tank. 90417

**Sunbeam**

**SALE 169.88**

Master Chef® Gas Grill has dual stainless steel burners, Life-A-Matic ignition, tables, LP tank, more.

**LAWN CHIEF**

**SALE 199.88**

3.5-HP 21-inch Rear-Loading Mower with heavy-duty deck and 10-inch wheels. The only mower with a 5-point safety system. 90418

**CHARMGLLOW FLOOR MODEL GRILLS AT SUPER CLOSE-OUT PRICES!**

Price our other models including DuCayne, Sunbeam, Weber & Happy Cooker.

**33533 FIVE MILE AT FARMINGTON RD.**  
**422-1155**  
DAILY 9-9; SAT. 9-7; SUN. 10-3

**TORO, SNAPPER, AND OTHER LAWN CHIEF MODELS AT SPECIAL PRE-SEASON SAVINGS!**

## National LAZ-BOY RECLINER SALE

Now Thru March 16th

**\$299** reg. 349

"Suburban" Reclining-Rocker Recliner

Take it easy in superb style in this casual transitional design covered in lush, soft touch corduroy. With a comfortable cushioned tufted back and padded roll arms.

**LAST WEEK OF THIS SALE!**

**BEURMANN'S FURNITURE AND CARPETING**

2700 E. Grand River—Just East of Howell

PHONE 517-546-0250

Free Delivery  
Free Design Service  
90 Days Same As Cash.

Open Mon. & Tues. 9 to 5:30  
Wed. & Thurs. 11 to 8  
Fri. 9 to 9; Sat. 9 to 4  
Open Sunday 11 to 4

## BEENE BAG

REG. \$72.75 **\$29.90**

**A WAREROBE MUST!** Exciting assortment of fine Italian leather. Flat and little heels by a foremost fashion designer. Scrumptious spring colors.

## NUSRALA'S Name Brand Shoes

**Lockmann's HUNTERS SQUARE**

**TALLY HALL**

Mon.-Sat. 10-9  
Sun. 12-5  
**855-2050**

*We Put Fashion in a Bag and a Shoe.*