



Washington State  
Liquor Control Board

# Washington State Liquor Control Board Field Licensing Education and Outreach Unit Liquor License Information Packet

## Welcome and Congratulations

This packet is designed to provide helpful information about your liquor license and responsible alcohol sales. Keep it handy so that you can refer to it when you have questions. This packet does not cover all the information needed to comply with all state laws regarding the sale of alcohol.

### Where to Get Additional Information

Contact Licensing **Customer Service at 360-664-1600** for changes to, or questions about, your current license including:

- Changes to your approved floor plan, including adding a sidewalk café or patio
- Changes to when or where minors are allowed
- Changes to the Added Activities form you submitted with your application
- Change of ownership
- Change of location
- Change of trade name
- Adding Endorsements to your current license

Enforcement Officer: \_\_\_\_\_ Contact number: \_\_\_\_\_

### For up to date information on:

- MAST Classes and Online Verification of MAST Permits
- Current/Proposed Laws (RCWs) and Rules (WACs)
- Information about Classes Taught by Enforcement Officers
- License Renewal Information
- Special Event Licenses and Banquet Permits
- Responsible Vendor Program
- Current Licensee FAQs

Please visit the WSCLB website at <http://www.liq.wa.gov>.

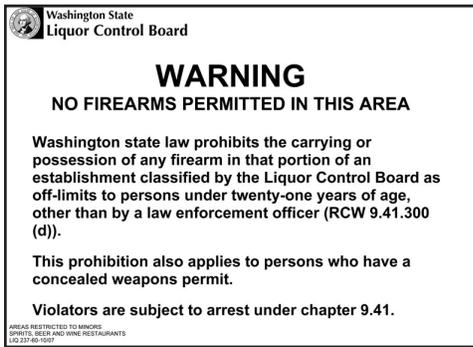
## Required Liquor License Postings (WAC 314-11-060)

You are required to post a number of signs and licenses at your business based on your license type(s). WSCLB and/or law enforcement officers will look for these signs and licenses when visiting your business:

- Temporary Pre-Approval Liquor License (if issued by your license investigator)**
- Current (unexpired) Business License with Liquor Endorsement, issued by the Department of Revenue Business Licensing Service**
- Minor Posting Sign, posted at each entrance to a restricted area**



- Firearms Prohibited Sign, posted in all restricted areas**



- Fetal Alcohol Syndrome (FAS) Warning Sign, posted in the women's restroom and clearly visible at the main entrance**



## WAC 314-13-010

### Who can retail licensees purchase beer, wine, and spirits from?

	Definition	Who licensees can purchase from
<b>Beer</b>	RCW 66.04.010(3)	<ul style="list-style-type: none"><li>• A licensed Washington distributor (including a licensed Washington brewery that distributes its own product)</li><li>• A licensed certificate of approval holder with a direct shipping to Washington retailer endorsement</li></ul>
<b>Wine</b>	RCW 66.04.010(46)	<ul style="list-style-type: none"><li>• A licensed Washington distributor (including a licensed Washington winery that distributes its own product)</li><li>• A licensed certificate of approval holder with a direct shipping to Washington retailer endorsement</li><li>• A Washington licensed grocery store with a wine retailer reseller endorsement (up to 24 liters per single sale per day)</li></ul>
<b>Spirits</b>	RCW 66.04.010(41)	<ul style="list-style-type: none"><li>• A Washington spirits distributor</li><li>• A Washington licensed distiller or craft distiller</li><li>• A licensed spirits certificate of approval holder with a direct shipping to retailer</li><li>• A spirits retail licensee may sell to an on-premises licensee (up to 24 liters per single sale per day)</li></ul>

## WAC 314-11-055

### What are the lighting requirements for a licensed premises?

On all portions of the premises where alcohol is served or consumed, licensees must maintain sufficient lighting so that identification may be checked and patrons may be observed for the enforcement of liquor laws and rules.

## WAC 314-11-040

### What duties can an employee under twenty-one years of age perform on a licensed premises?

	<b>Duties 18, 19, and 20 year old employees may perform, as long as there is a person twenty-one years of age or older on duty supervising the sale of liquor</b>	<b>Duties 18, 19, and 20 years old employees may not perform</b>
(a) In a grocery store or beer/wine specialty shop:	<ul style="list-style-type: none"> <li>• Sell, stock, and handle beer and wine; and</li> <li>• Deliver beer and/or wine to a customer's car with the customer (for the purposes of this rule, there is no minimum age requirement for an employee of a grocery store or a beer/wine specialty shop to deliver beer and/or wine to a customer's car with the customer).</li> </ul>	Supervise employees who sell, stock, or handle beer and/or wine.
(b) In a spirits retail business:	<ul style="list-style-type: none"> <li>• As long as there are at least two supervisors at least twenty-one years of age on duty, persons 18, 19, and 20 years old may sell, stock, and handle spirits.</li> <li>• Deliver spirits to a customer's car with the customer (for purposes of this rule, there is no minimum age requirement for an employee of a spirits retailer to deliver spirits to a customer's car with the customer).</li> </ul>	Supervise employees who sell, stock, or handle spirits.
(c) In an establishment that sells liquor for on-premises consumption:	<ul style="list-style-type: none"> <li>• Take orders for, serve, and sell liquor in areas classified as open to persons under twenty-one years of age; and</li> <li>• Enter areas designated as off-limits to persons under twenty-one years of age to perform duties such as picking up liquor for service in other parts of the establishment; cleaning up, setting up, and arranging tables; delivering messages; serving food; and seating patrons; provided the employee does not remain in the area any longer than is necessary to perform the duties.</li> </ul>	Functions of a bartender, including: <ul style="list-style-type: none"> <li>• Mixing drinks;</li> <li>• Drawing beer or wine from a tap;</li> <li>• Pouring beer or wine anywhere except at the patrons table; and</li> <li>• Providing an employee spirits, beer by the pitcher or glass, or wine by the carafe or glass for delivery to a customer.</li> </ul>

(2) Per RCW 66.44.316 and 66.44.318, the following persons that are eighteen, nineteen, or twenty years of age may remain on licensed premises or portions of premises that are restricted from persons under twenty-one years of age, but only during the course of his or her employment:

- (a) Persons performing janitorial services during the hours when there is no sale, service, or consumption of liquor on the premises;
- (b) Employees of amusement device companies for the purpose of installing, maintaining, repairing, or removing any amusement device;
- (c) Security or law enforcement officers and firefighters during the course of their official duties and if they are not the direct employees of the licensee; and
- (d) Professional musicians, per WAC 314-11-045.

## Compliance Checks

- Minor operatives do not look overly mature for their age.
- Minor operatives do not show fake/altered IDs. They may present their real ID/none at all.
- The minor, if asked, may say they are 21.

How old is this person?



Answer: 16

## Private Compliance Checks

- You may conduct your own compliance checks to ensure your employees are following the law.
- You must receive prior written approval from the WSLCB, before doing so.
- You can use employees that you hire or you can contract with a third party that conducts the compliance checks. If your employees sell during a private compliance check, you cannot fire them on the first buy.

For more information on a sample policy contact the Restaurant Association at (800) 225-7166 or your local Enforcement Office.

## Verifying an ID's unique features

Many ID's have special features that make it hard to duplicate or copy. In July 2010 the Washington Department of Licensing introduced new designs for the driver's license and ID card. Identification bearing the old design is valid until it expires. The Washington State driver's license and ID have the following unique features:

### New Washington ID/driver's license:

1. Ghost portrait (faint photo) at bottom right of card
2. WA USA in the heading
3. Printed data overlapping the ghost image
4. 100 rule: the first two numerals in the driver's license # + last two digits of the date of birth should add up to 100 (ex: 46+54=100)

Void appears if laminate is altered (do not accept this ID)



### Old Washington ID/driver's license:

1. Tree image overlaps lower right corner of the picture
2. State seal overlaps upper right border of the picture
3. 100 rule: the first two numerals in the driver's license # + last two digits of the date of birth should add up to 100. (ex: 52+48=100)

Void appears if laminate is altered (do not accept this ID)



### New vertical Washington ID/driver's license:

1. Ghost portrait (faint photo) at the right of card
2. "Age 18/21 on" at the bottom of the ghost image
3. WA USA in the heading
4. Printed data overlapping the ghost image
5. 100 rule: the first two numerals in the driver's license # + last two digits of the date of birth should add up to 100. (ex: 07+93=100)

Void appears if laminate is altered (do not accept this ID)



## Old vertical Washington ID/driver's license:

1. "Age 18/21 on" located to the left of the picture
2. Tree image overlaps lower right corner of the picture
3. State seal overlaps upper right border of the picture
4. 100 rule: the first two numerals in the driver's license # + last two digits of the date of birth should add up to 100. (ex: 09+91=100)

Void appears if laminate is altered (do not accept this ID)



## Vertical ID's

Does your business accept vertical ID's? \_\_\_\_\_

Be alert when checking a vertical ID. The customer was issued the ID when they were under 21 years of age and could look different due to aging. Check the unique features listed on the previous page, along with the "Age 21 ON.." next to the photo to verify the customer is 21 years of age or older.

If the person is not old enough, stop, refuse the sale and follow company policy.

Appearances can be deceiving. Certain features or behaviors may make it hard for you to judge a customer's age:

- Facial hair
- Makeup
- Clothing
- Nervous behavior
- Lack of eye contact
- Change of hair style/color

## Hole punched ID

What do you do if you see a hole-punched ID?

A punched driver's license that has not expired and has not been punched through the picture, signature, date of birth or expiration date is an acceptable form of ID when purchasing alcohol. Check your house policy to ensure you are allowed to accept this ID.

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## Recognizing and Dealing with Apparently Intoxicated Persons

RCW 66.44.200 and WAC 314-16-150 prohibit the selling, serving or supplying of liquor to an apparently intoxicated person. Intoxicated persons may remain on a licensed premises as long as they are not disorderly, boisterous and do not consume or possess liquor.

### **Possible signs of intoxication**

- Overly friendly
- Bragging
- Talks loudly
- Sudden or unexplained mood changes
- Annoys other customers
- Complains about strength of drink or timeliness of service
- Consumes drinks faster than usual; gulps drinks; order doubles
- Argues with employees/customers
- Uses foul language
- Sullen, doesn't communicate except to order drinks
- Buys rounds for strangers/the house
- Unable to light cigarette, lights more than one at a time
- Eyes glassy, pupils dilated, lack of focus
- Losses of train of thought
- Slurred speech or speaks very slowly/deliberately
- Unable to pick up money or drops money; unable to count out correct amount for drink
- Spills drink; misses mouth with glass
- Head bobs, eyelids drooping, looks sleepy
- Stagger, sways while attempting to stand still; holding on to bar, chair, etc.

Alcohol affects each individual differently. The same number of drinks may affect an individual differently at different times depending on a variety of factors, including; mood, time of day, amount of food in the stomach, how fast they're drinking, mixer used (carbonated mixers speed up the passage of alcohol into the bloodstream), medications and gender (women are affected by alcohol more quickly than men).

Just because a person "holds their liquor" well, doesn't mean that will always be true.

## **Refusing service**

Get to know your customers to ensure any refusal of service is based on their state of sobriety, not a disability. It is important to be careful not to confuse a disability characteristic with a sign of intoxication. Determine if the symptoms of apparent intoxication could mimic symptoms of a disability or medical condition. Isolate and evaluate each symptom in order to determine if there is a possible disability or medical condition.

If questions still remain, where possible, interview the apparently intoxicated person in a discreet manner. Federal and state law prohibits discriminations against a person due to a disability. If a disability appears to explain a sign of intoxication – unsteady walking due to the leg braces, muscular dystrophy, cerebral palsy, etc. – look for additional signs of intoxication

Drinking can put people on the offensive; it gives them a sense of power and a false sense of security. You are no longer dealing with the logical, rational person of several drinks ago because judgment is the first faculty affected.

### **Tips for refusing service**

- Be courteous but firm, avoid confrontation and don't bargain or back down.
- Don't make statements that will embarrass or provoke a customer, such as "you're drunk", or "you're eighty-sixed", or "you've had too much".
- Don't give the customer the impression you know what's best for him/her.
- Count drinks, but also be ware that new customers may have been drinking elsewhere.
- Chat briefly with customers to help determine their sobriety. If the intoxicated person is part of a group, suggest to a sober member that the person be taken home. Never allow an intoxicated person to drive home.
- Slow the frequency of service down when a customer orders rapidly.
- When a customer begins to show signs of intoxication, do not continue to serve weakened (feathered) drinks. No amount of liquor may be served to an apparently intoxicated and any drinks an apparently intoxicated person has must be removed.

### **Suggested statements**

- I'd really appreciate it if you don't order another drink.
- The Liquor Control Board is cracking down, and I can't serve you another drink.
- You're welcome to stay. You can order coffee or food, but I can't serve you another drink/allow you to keep this drink.
- Note: Coffee will not sober someone up, but it will buy time.
- I might lose my job/permit/license if I serve you another drink.

Remember: After telling a customer that you cannot serve them another drink – remove any existing drinks and walk away. It is harder for a person to argue when you're not there.

## Tips for management

- Establish and follow a policy on refusing service to apparently intoxicated persons.
- Make all employees aware of their responsibility, and your responsibility, for seeing that apparently intoxicated persons are not served and are not allowed to possess liquor. Ensure all staff have the required permits.
- Owners and managers should back any employee who refuses service, even if the employee's decision is questionable – better to refuse a customer who is not quite too intoxicated to drive than to turn a drunk loose on the highway.
- The toughest call of all: back your employee's refusal to serve even when the drinker is a steady customer who may threaten to take his/her business elsewhere. Remember, their judgment is impaired; when sober later, they may thank you.

## Mandatory Alcohol Server Training (MAST)

### It's the law in Washington

#### Server Training

Washington state law requires Mandatory Alcohol Server Training (MAST) for managers, bartenders and anyone else who serves or sells alcohol on premises. Permits are issued upon successful completion of a private, certified alcohol server training program. The two types of permits are each valid for five years.

*For further details, refer to RCW 66.20.300 and WAC 314.17.*

- Class 12 Mixologist Permit - For managers, bartenders, servers and anyone who conducts alcohol tastings and is at least 21 years old. Class 12 permit holders are also authorized to perform duties included in the Class 13 permit. Every licensed business where spirits, beer and wine are consumed on the premises must have at least one Class 12 permit holder on duty.
- Class 13 Servers Permit - For servers and ID checkers who are at least 18 years old that carry alcohol to the customer or open beer or wine and pour it into a customer's glass at the customer's table. Class 13 permit holders cannot mix drinks or draw beer/wine from a tap.

Anyone who serves or sells alcohol is required to get the appropriate permit within 60 days of initial hire. At the end of that time period, working without the required permit can result in the issuance of a criminal citation.

The permit is good for five years and it is non-renewable. You must take a new course for a new permit before your current permit expires.

#### LCB's Role in Serving Alcohol

Board staff review, approve and certify programs, providers, and trainers who teach approved programs and set minimum course standards. Board staff also tracks all permits that have been issued.

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The Board does not provide classes that qualify servers for permits, schedule classes or regulate the cost of classes. Keep a receipt and write down the name and phone number of your trainer and online provider.

You may be eligible to upgrade from a Class 13 permit to a Class 12 permit once you turn 21. Contact your trainer or provider for additional information.

**What Else Do I Need To Know**

The permit is the server's property, not the employer, and must be presented with supporting ID when requested by liquor or law enforcement officers.

State law requires providers and trainers to issue permits to individuals within 30 days of completion of the class (in-person or online).

**Problems**

If you do not get your permit within 30 days contact the trainer or provider. If you still do not receive your permit, contact the Liquor Control Board MAST unit at (360) 664-1727 or (360) 664-1728.

**How Do I Replace a Lost Permit**

If you lose your permit, you may replace it by sending the completed Affidavit of Lost or Replacement Mixologist/Server Permit with a \$5.00 fee to the Liquor Control Board MAST unit.

You should receive your new permit within two weeks. You can also contact your provider or trainer.

**More Information**

For more information on MAST Permits and to obtain a current listing of MAST trainers please visit the WSLCB website MAST Permits page at [www.liq.wa.gov/licensing/mast-permits](http://www.liq.wa.gov/licensing/mast-permits).



# Washington State Liquor Control Board

## **Mission**

Promote public safety by consistent and fair administration of liquor and cannabis laws through education, voluntary compliance, responsible sales and preventing the misuse of alcohol, cannabis and tobacco.

**[www.liq.wa.gov](http://www.liq.wa.gov)**

To obtain this publication in an alternative format, contact the agency ADA coordinator at (360) 664-1783.