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Managing the Risk of Alcohol Service

The Incident Report Log

Incident Report Logs should be used to document any incident that occurs on your property or at your event. All incidents, especially those relating to alcohol service, must be documented completely. An incident log or individual incident reports can be used, examples are attached.

Using the Incident Reporting Log Effectively

- Record as much information as possible, as soon as possible after the incident has occurred.
- Document every incident even if it is only a minor occurrence. It could become a legal issue or a future insurance claim.
- Be as objective as possible and note everything that pertains to the incident.
- Include full information about any witnesses.
- The report should be written in ink. All changes should be initialed. Do not use white-out or other means to cover the original notations.
- Sign and date all reports.
- File the completed report in a secure location where only management can access the report.

Example of when you would use the log:

- Denying entry to anyone who is intoxicated
- Refusing service
- Ejecting people
- False ID
- Accident report
- Fight or Other Altercation

Alcoholic Beverage Service Incident and/or Denial of Service Log

Keep Receipts to Show Number and Type of Drinks Consumed!

Date and Time	Server Name	Name and Address of Person Denied service or Involved in Incident	Complete Description of Incident	Outcome: • Called cab • Other (specify)	Witnesses Names, Addresses, Phone	Manager/Supervisor Name and Signature

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