

**Length of Training:**  
8 hrs

**Class Time:**  
8:30am to 5:00pm

**Location:**  
CST Skills Training Centre  
Burlington, Ontario

CST Skills Training Centre  
Brantford, Ontario

**Maximum Class Size**  
20 students

**Cost:**  
\$99.00 per person + HST



**REGISTER  
TODAY**

**289.429.1408**

**“Setting The Standard!”**

### **Prerequisites:**

This course is open to anyone 18 years of age or older who is employed in the security, hotel security, hospitality, food and beverage, restaurant and bar or service industry. It is also open to charitable organizations, event planners and volunteers who will be assisting in the organization and service delivery at licenced events. All applicants must complete a Student Application Form (available online) and full payment is required prior to Registration.

### **Equipment Required:**

There is no training equipment required for this course. All training manuals are included in the cost of the course. Mandatory dress code is business casual.

### **Preparation:**

There is no defined course preparation and/or reading. However, students should ensure they have read through the Student Orientation Package and are prepared to participate in scenario-based training.

### **Course Description:**

The Smart Serve certification course is a mandatory requirement for anyone who serves and/or handles alcohol in a licenced establishment or event in Ontario. This course is designed to give students a detailed overview of the legal requirements and recognized practices for responsible alcohol service. Through classroom instruction and scenario-based training the course will cover:

- The Smart Serve Program
- Alcohol Service & Liability
- Governing Legislation
- Risk Management
- Human Behaviour
- Responsible Service
- Communication Skills
- Event Planning & Licencing
- Incident Reports



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