

RESPONSIBLE BEVERAGE SERVICE TRAINING PROVIDER PROGRAM INSTRUCTOR QUALIFICATION GUIDELINES (BEST PRACTICES)

The guidelines provided here are considered Best Practices as based on published research conducted by experts in the field of server training.

These Best Practices guidelines are not mandated as a pre-requisite for RBS Training Provider certification for the purposes of mitigation pursuant to Rule 144 of the Department's Rules and Regulations.

In order to insure the highest quality of training, Providers are encouraged to follow the guidelines set forth here as Best Practices.

Providers should assess four areas of interest in determining the qualifications of an instructor applicant:

- ✿ Educational Background
- ✿ Experience
- ✿ Reference Check
- ✿ Content Knowledge

In some cases, experience may be substituted for some lack of education, and education may be substituted for some lack of experience. Content knowledge testing is an excellent way to determine if one compensates for the other.

Education

Primary focus areas:

- ✿ Hospitality
- ✿ Management
- ✿ Public Health and Safety
- ✿ General Education

While the ideal applicant will have a well-rounded education reflecting all of the primary focus areas, applicants having met at least two areas may be considered as a strong candidate for an instructor position.

Experience

Levels One and Two training instructor applicants should have some hospitality experience with the sales and service of alcoholic beverages and some background and understanding of health and safety issues including use and misuse of alcoholic beverages. Applicants should have a minimum of one year of training experience, including on-the-job training for servers, within a hospitality setting. Level Three training instructor applicants should have worked in any type of management position for a minimum

of one year. Experience in hospitality management would be considered optimal. Applicants should have a minimum of two years of training experience, including on-the-job training for servers, within a hospitality setting.

References

Applicants should list at least two professional references. These references will provide insight to the applicant's previous professional and personal performance, interpersonal skills, and the ability to work well with others.

Professional references should include:

- ✿ Individuals who have supervised or worked cooperatively with the applicant
- ✿ Participants of prior trainings the applicant may have conducted

If the applicant has training experience outside of the hospitality industry, those references should be checked to determine the applicant's effectiveness as an instructor.

Effective instructor traits include:

- ✿ Personal communication technique
- ✿ Ability to stimulate and sustain learner motivation and engagement
- ✿ Effective presentation skills
- ✿ Effective facilitation skills
- ✿ Effective questioning skills
- ✿ Ability to provide clarification and feedback
- ✿ Ability to manage an environment that fosters learning and performance

Personal references can also be valuable to determine both tangible and intangible attributes of an applicant.

Content Knowledge

Providers should test the applicants' knowledge and comprehension of technical information by requiring the applicant to take the Provider's curriculum exam. Only those applicants with a score of 95% or better should be considered for an instructor position.

Upon completion of the exam the applicants should be assessed on public presentation skills and the ability to communicate effectively. Only those applicants showing a strong aptitude in these areas should be considered for an instructor position.