

- Ongoing refresher training & review fails, reward passes
- Heads up approach - police your queue
- **Make 'Compliance' part of your 'Customer service' approach**
- **Make early eye contact and assess age to THINK 21**
- **Think 21 DOWN ... NOT 18 UP**
- **Apply the 1% rule – “is there a 1% chance this person is 21 or below” – if yes, then politely ask for ID.**
- Everyday experience for 18-21 year olds to be asked for ID. **They expect retailers to be 'responsible'**
- Make sure you check the ID thoroughly, there are plenty of fakes
- **Always check ID, do not rely on other course staff or trackside colleagues..... make it part of your culture and day job.** Ignore misleading visual clues such as carrying a beer etc