



NOTES FOR STAFF

1. The policy of this shop is to refuse all requests for tobacco / alcohol / lottery products and age-restricted DVD's to minors (that is persons under the age of 18).
2. Whilst we are aware of the difficulties in determining the age of many young people, it is important that only people that can prove to you that they are legally entitled to buy age-restricted products actually get them. In this regard, You must satisfy yourself of the young person's true age. This cannot be determined by asking them their age (they may lie to you) or by asking them their date of birth (more lies!). You can only satisfy yourself by asking for, and receiving identification that has the persons photograph and date of birth.
 - o The Garda Age Card - only available to over 18's- therefore always ok (as long as the holder is the same person as the photo)
 - o A Driving Licence – Does not give the age, gives date of birth. Provisional Licence's can be got from age 16; therefore you need to be careful about the actual age of the holder.
 - o Passport – The photograph may be quite old, the date of birth needs to be calculated for real age. Also some countries place the month as the first date, rather than our placing it in the second column e.g. 4th July 1990, 7/4/90, this person is only 17 years and 9 months in April '08.
 - o EU Identity Card – Same procedures as Passport.

As you can see, the Garda Age Card is the easiest to recognise, yet the others are legal means of identification. Your employer will instruct you towards the preference of identification in your shop.

3. There should be adequate signage in the shop to assist you in carrying out your duties. Draw the attention of the person to the signs to show them that it is not you that is making the rules; it is the law/policy of the store. You might want to remind the person that you risk being dismissed and a court summons if you sell products to people under 18 years of age.

4. Seek the assistance of a fellow staff member or management to deal with difficult, persistent would be purchasers. Do not feel bullied or intimidated by people, and if you do feel threatened, notify your supervisor and request that they take action on your behalf. Assist the Gardai in identifying the people that are causing you or your work colleague's difficulties.

5. Your employer will not reprimand you if you refuse to sell to a person that does not comply with you reasonable requests for age identification. The shop does not need the money got from sales to under-age people to survive, it needs the shop to stay open to survive and pay your wages. Selling tobacco or alcohol to under-age people puts this survival at risk. You are doing both yourself, your work mates and your employer a huge service in keeping the rules- thank you.