TEXAS ALCOHOLIC BEVERAGE COMMISSION

March, 2004

Texas Alcoholic Beverage Commission
Seller/Server Training Section

Training Together

Responsible Alcohol Service Saves Lives

Post Office Box 13127
Austin, Texas 78711

seller.training@tabc.state.tx.us
http://www.tabc.state.tx.us

Coordinator: Deborah Dixon
(512) 206-3420

Alan Steen, *Administrator*

John Steen, *Chairman-San Antonio*

Gail Madden, *Member-Dallas*

INSIDE THIS ISSUE:

2004 Seminars	1
Scheduling Sessions	2
Frequent Reporting Errors	2
Alcohol Related	3
Desktop Audits	3
Seller Training Staff	4
Seminar Registration form	Insert

Seminar Season is Here Again

What are some of the latest research findings in responsible alcohol service?

What's the scoop on standardized tests?

What is happening in Seller Training?

What are desktop audits?
How should my school respond to the desktop audits?

What is the standardized penalty chart and what does it mean to me?

How can I improve my training techniques?

How do we receive this training for free?

How do my trainers and I get the 4 annual continuing education hours required by TABC Seller Training?

These questions and more will be answered at the 2004 Seller Training Seminars.

Don't Miss Out!!!
2004 Seller Training Seminars.

May 19th	Lubbock
May 25th	Ft Worth
May 26th	Dallas
June 2nd	El Paso
June 9th	Houston
June 15th	Corpus Christi
June 17th	Austin
June 23rd	McAllen

*****6 Continuing Education Hours*****

Check our website for details at
www.tabc.state.tx.us/sellertraining

Registration

SCHEDULING SESSIONS

When scheduling sessions, please keep a record of what you have sent to Seller Training and do not send schedules more than once. We are receiving many phone calls asking us to check to see if a school has scheduled a session. Also we are receiving sessions that have already been entered into our system. Both of these take time and the schools should be able to determine which sessions have been scheduled.

Remember to put the trainer number on the sessions. We can not enter these sessions without that information and if we can not enter them, they are not scheduled.

Use the appropriate session form. These are C-404 to schedule a session and C-411 to cancel a session. When you send in only one session per page for multiple scheduling, it uses too much paper.

Remember that all sessions **MUST** be scheduled at least three (3) business days before holding a class. Scheduling over 25% of your sessions late will result in administrative action against your school.

Make sure all faxes are legible.

Scheduling of Training Sessions

Day class is being held	Notice Deadline
Saturday & Sunday	Wednesday by 5:00 P.M.
Monday	Wednesday by 5:00 P.M.
Tuesday	Thursday by 5:00 P.M.
Wednesday	Friday by 5:00 P.M.
Thursday	Monday by 5:00 P.M.
Friday	Tuesday by 5:00 P.M.

Mail or fax notices only.
Faxes must be received before 5:00 P.M.

Fax Number: 512-206-3316

Mailing address:

Texas Alcoholic Beverage Commission
Seller Training
PO Box 13127
Austin, TX 78711

WATCH OUT FOR THESE FREQUENT ERRORS

- Incomplete Social Security Numbers.
- Incorrect Social Security Numbers.
- Incorrect Dates of Birth
- Certificates on reports belong to another school
- Issuing same certificate to more than one trainee

- Listing the same Social Security Number for more than one trainee.
- Number who passed the test differs from the number of trainees listed.
- Incorrect Trainer numbers.
- No signatures on reports.
- Late reports.

REQUESTS FOR CORRECTIONS

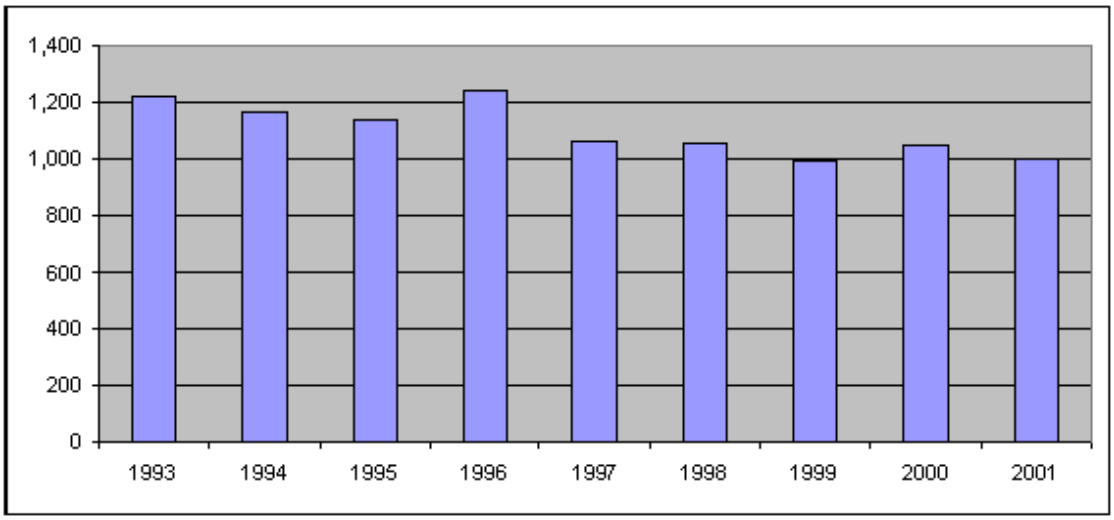
When you receive a letter or a phone call from Seller Training requesting information, corrections, copies of certificates, **send exactly what is requested. Do not correct errors on reports in handwriting.** You must submit a corrected, typed report with the trainers original signature. These documents are the school and trainer's assurance that the trainees' information is correct and that the trainees have successfully completed the course.

MOTOR VEHICLE TRAFFIC FATALITIES

Alcohol Related Fatalities

In 2001, there were 1,005 persons killed in alcohol related accidents. This is a 4.0% decrease from the 1,047 alcohol related fatalities in 2000. 26.9% of all fatal accidents involved alcohol in 2001, which was a 2.8% decrease from 27.8% in 2000. *(Statistics are from the Texas Department of Public Safety. Website: www..txdps.state.tx.us)*

	Persons Killed	Persons Killed in Alcohol Related Traffic Accidents	Percent of Total Persons Killed in Traffic Accidents
1993	3,037	1,219	40.1%
1994	3,142	1,170	37.2%
1995	3,172	1,138	35.9%
1996	3,738	1,244	33.3%
1997	3,508	1,066	30.4%
1998	3,576	1,058	29.6%
1999	3,519	998	28.4%
2000	3,775	1,047	27.7%
2001	3,739	1,005	26.9%



DESKTOP AUDITS

Periodically the Seller Training office sends a letter to all school/programs requesting copies of the certificates listed on an attached page. This page lists certificates that have not been reported to the Seller Training office. There are several reasons the certificates are outstanding.

- The Report of Seller Training has not been filed.
- The Report of Seller Training has been lost in the mail.
- The certificate and the trainee who was assigned that certificate was left off a Report of Seller Training.
- The certificate or book of certificates was lost.
- The certificate or book of certificates was skipped by the trainer.
- The certificate was not voided on a report.

To help clear-up these outstanding certificates, the letter asks the school/programs to provide the following information:

- If the certificate(s) has been issued, submit a photocopy of each certificate along with a "Report of Seller Training" (Form C-403).
- If the certificate(s) has not been issued, submit a photocopy of the certificate or a photocopy of the first and last certificate in the series.
- If the certificate(s) has been voided, submit a photocopy of the certificate indicating "Void" with the signature of the school administrator or trainer.

Once this information is received from the school/program, it is verified and processed. Once this is completed , one of three actions are taken.

1. The certificates, along with the trainee's information, are entered into our database.
2. The certificates are voided.
3. Those certificates that have not been issued or voided, are filed in the school/program's correspondence file.

*****Failure to respond to a desktop audit will result in a records audit and may result in administrative action.*****

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Austin, TX 78731

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We're on the Web!
www.tabc.state.tx.us/sellertraining

Meet the Seller Training Staff

Jo Ann Joseph
Program Specialist

The newest member of Seller Training, Jo Ann, is the assistant to Debbie Dixon and handles school/program and trainer applications. Jo Ann answers all e-mail requests and many of the general Seller Training questions. Desktop Audits are also her responsibility. She will be attending several of the Seller Training seminars in May and June. You will get the chance to meet Jo Ann in person.

Stephanie Hawkins
Administrative Assistant

Stephanie has been with Seller Training since September 1, 2003 and is the administrative assistant who enters all Reports of Seller Training. She also contacts the schools and trainers to resolve any problems that may arise. Stephanie also assists telephone callers, helps with entering sessions and handles correspondence with the schools.

Tina Cabrera
Administrative Assistant

Since November 1, the first voice you hear when you call Seller Training is Tina's. She answers everyone's questions or directs people to the appropriate person inside and outside of the agency. Tina also is responsible for entering the session notices and cancellations for all schools, as well as, handling the filing and correspondence.