March, 2007

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: Linda Ahrens
(512) 206-3420

Alan Steen, *Administrator* John Steen, *Chairman-San Antonio* Gail Madden, *Member-Dallas* Jose Cuevas, *Member-Midland*

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2007 Seller Training Seminars

CONTINUING EDUCATION HOURS AVAILABLE!!!

Contact Information:

Tomi Sepeda: 512-206-3420
Jacki Jackson: 512-206-3422
Keisha Gash: 512-206-3421
Linda Ahrens: 512-206-3331
Fax Number: 512-206-3316

Plan to Attend!
2007 Seller Training Seminars

Hours: 8:30 am to 4:00 pm

March 7	Lubbock
March 14	Austin
March 27	Corpus Christi
March 29	Pharr
April 3	Fort Worth
April 5	Mesquite
April 17	Houston
April 18	Houston
April 24	El Paso
May 2	Austin

6 Continuing Education Hours**

Check our website for details and registration at
https://www.tabc.state.tx.us/liccom/seller/

Reminder:

The space on the Seller Training Reports that request a phone number should be a contact number for the School, and not the phone number for the restaurant or training location.

We ask for this phone number so we can contact you if we need additional information about a report, or a correction is needed.

You've Got Mail

If you have an email address, it could make communicating with Seller Training much easier. Please send an email to: seller.training@tabc.state.tx.us, with your email address in the body of the message, along with your school/program information, such as physical and mailing address, phone number and name of a contact person.

Meet the Seller Training Staff

Tomi Sepeda: Tomi joined Seller Training in December 2006. She is responsible for answering the main phone line, processing the mail, and filing all reports and sessions sent to the Seller Training section. She is bilingual and answers all inquiries from our Spanish speaking customers.

Jacki Jackson: Jacki has been with Seller Training for over eight months. She is responsible for data entry of reports and issuing correction letters to the schools.

Keisha Gash: Keisha has been with Seller Training since April 2006. She assists the coordinator of Seller Training. Keisha will be team teaching at the Houston and Austin seminars.

Linda Ahrens: Linda has been the coordinator of Seller Training for over a year. She is responsible for the approval of new training schools, trainers, and curriculum. Starting in March she will be traveling to conduct the training seminars. She oversees the everyday operation of the Seller Training section.

May I Take Your Order?

Remember the following when ordering new certificates:

1. **Certificate Orders.** Contact Rickie Eddins in Compliance (512-206-3341) for any questions concerning the status of your order or any questions about ordering certificate books.
2. **Be patient.** The orders are routed through several departments before and after they are processed by the Compliance Department.
3. **Include a physical address** (not a PO Box number) so that the shipping company can deliver them.
4. **Include an original signature**, not a photocopy.
5. **Allow for Processing**. In addition to being patient, be prepared. It can take up to 3 weeks for an order, so try to plan ahead so you do not run out of certificates.

SELLER/SERVER TRAINING

Restrained Administrative Case

"SAFE HARBOR"

TABC may not take administrative action against a license/permit when an employee sells or serves an alcoholic beverage to a minor, intoxicated customer, or nonmember of a private club as long as:

- all employees engaged in the sale, service, or delivery of alcoholic beverages, as well as their immediate managers, are currently certified;
- The person selling holds a current TABC seller training certification;
- The person selling is not the owner or an officer of the licensee or permittee;
- The licensee/permittee posts their policies for responsible alcohol service on the premises and ensures that each employee understands these policies;
- The licensee/permitee does not directly or indirectly encourage the employee to violate the law; and
- There are not more than two sales to minors, intoxicated persons, and nonmembers of a private club within 12 months.

This relief from administrative action is commonly referred to as "safe harbor." If illegal sales are made to minors, intoxicated customers, and nonmembers of a private club, the seller/server could be arrested, and the retailer's permit/license could be protection from administrative action.

The eGateWay of Life

Our new data entry tool, eGateway, is in place. With a new system comes new methods. In order to better serve you and your trainees, Seller Training has re-designed our forms. To access the new forms please go to:

www.tabc.state.tx.us/forms/default.htm#seller

Some of the changes to the forms are:

1. List the start time of classes in quarter hours, ie 1:00, 1:15, 1:30 and 1:45.
2. The session schedules and seller training reports refer to the trainer by name.
3. We are no longer are going by trainer number or trainer social security number.
4. If you skip numbers in a certificate sequence on a report, please highlight to indicate the change.
5. The new system no longer uses A or B in certificate numbers. Please remove the A and replace it with the number one (1), and remove the B and replace it with the number two (2). New certificates being issued will begin with the number three (3).

Changes to the forms have been made, but as always accuracy is still the most important element. We greatly appreciate all your patience and cooperation.