



Techniques of Alcohol Management®

GCC TECHNIQUES OF ALCOHOL MANAGEMENT TAM® WORKSHOP

SCHEDULE:

Attend one 3-hour workshop. Workshops offered
Monday through Thursday, 3:00 - 6:00 P.M.
Room C-3, GCC Campus

\$30 per person (includes student manual)
A test is administered at the end of the GCC TAM® Workshop in accordance with Guam PL 32-51.

GCC TAM® registration fee is NON-REFUNDABLE.

REGISTER IN PERSON

at GCC Continuing Education & Workforce Development Office
Building 2000, Rms. 2122 or 2123.

PLEASE BRING VALID ID:

Guam or state Driver's License, Guam ID, Official Passport, Military ID, or ABC ID (Expired IDs NOT accepted)

GCC TAM® is an ABC Board Certified and Approved Workshop, in accordance with Guam PL 32-51.

FOR MORE INFORMATION

please call 735-5640 or email learning4life@guamcc.edu



GCC TAM® offers a complete, effective and in-depth view of all aspects of beverage alcohol sales and service, creating a foundation for professionalism and ethical conduct among service personnel who sell or serve beverage alcohol. Each three-hour course addresses the responsibilities of the seller/server.

COURSE HIGHLIGHTS INCLUDE:

CLINICAL EFFECTS OF ALCOHOL:

A clinical look at how alcohol enters the bloodstream and affects the nervous system. Participants will learn how to effectively identify and respond to intoxicated customers.

FALSE IDENTIFICATION:

Effectively identify and respond to false identification and underage purchase and possession of alcohol.

LAWS, RULES & REGULATIONS:

Gain a clear understanding of local and federal laws relating to beverage alcohol sales.

CUSTOMER DISTURBANCES:

Learn effective methods to maintain safety and control of the establishment, creating a positive image and good customer relations while responding to beverage alcohol incidents.

ALCOHOL MANAGEMENT:

Learn the S.I.R.SM and M.A.A.M.SM programs via role play, the TAM® proprietary system for applying the Techniques of Alcohol Management® in your business.



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