

Alcohol outlet workers and managers: Focus groups on responsible service practices

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Abstract

Reports on focus group discussions with managers, bartenders, waitstaff, and security staff of retail alcohol establishments. Purpose of the focus groups was to identify beliefs, attitudes, behaviors, and practices among management and staff to guide development of training programs. Results indicate that, compared to management, staff had received more training and felt greater responsibility for patron behavior. (Contains 18 references.) (Author/GCP)

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