# Alcoholic Beverage Delivery Guide

In Virginia, alcohol delivery drivers must have a valid driver's license and be at least 21 years old to deliver alcohol. Alcohol must be transported in the trunk of the vehicle, or if there is no trunk, in an area of the vehicle that is not accessible by the driver while driving.

## *How to Check for Intoxication*

Consider *not* delivering the alcohol portion of the order if someone exhibits one or more of these signs:

- Slurred speech
- Inability to answer simple questions or keep train of thought
- Clumsy actions
- Overly loud, friendly or quiet and subdued
- Red, bloodshot or watery eyes. Delayed reaction time.

## *How to Deny Delivery*

**Remain Calm** and **Friendly**

Maintaining your excellent customer service will help keep the interaction positive and manageable.

**Identify** the **Rule Broken**

ID is not valid, ID is not available or customer is intoxicated:

*"I'm sorry, but I can't deliver this alcohol to you. Virginia ABC laws say that I can't deliver to someone who does not have a valid ID. I could lose my job or get arrested."*

**Return**

Undeliverable alcohol should be returned to the restaurant.

# It Is Your Responsibility To F L A G IDs!

Please check identifications before delivery of alcohol. Illegal delivery may result in a fine, jail time, or both.

## Acceptable Forms of Identification

Valid Driver's License/ID card, Valid Passport or Valid Military Identification card.

## How to Properly Check IDs — F L A G

### Feel

Uneven surfaces often indicate tampering. Feel the ID for raised edges, glue lines, re-lamination or bumpy surfaces by the photo or birth date.

### Look

- Photograph, Height, Weight: Do they reasonably match?
- DOB: Are they old enough?
- State Seal present
- Expired IDs are unacceptable

### Ask

- Clarifying questions: If they must think about answer, ID may be false. *Middle name, DOB, address.*
- Ask customer to sign their name and then compare it to the ID.

### Give Back

- If *valid*: give ID back and make the sale.
- If *invalid*: give ID back and **DO NOT** make the delivery.

**Virginia Alcoholic Beverage Control Authority**

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