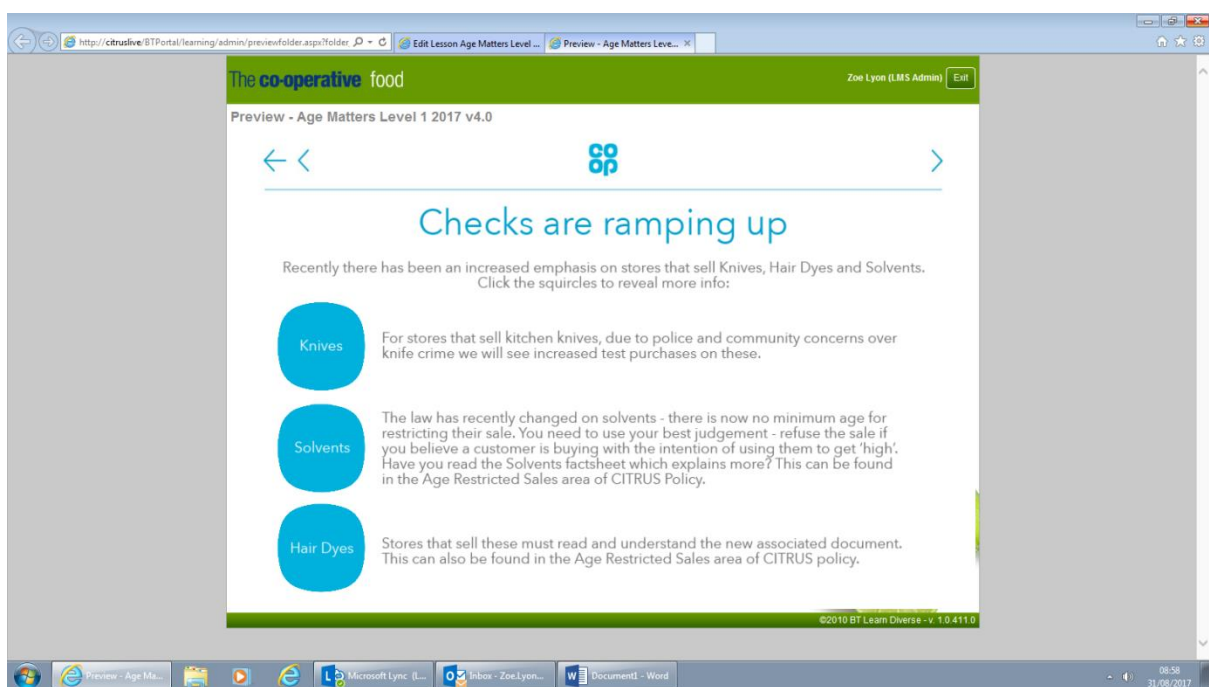


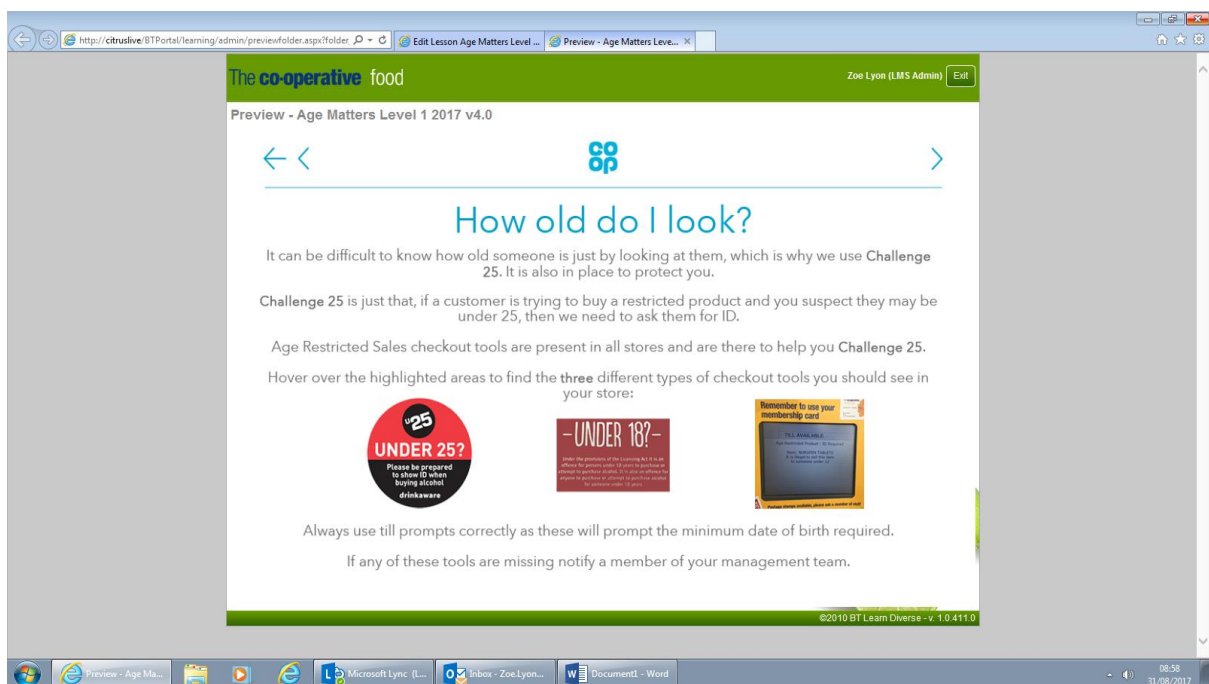
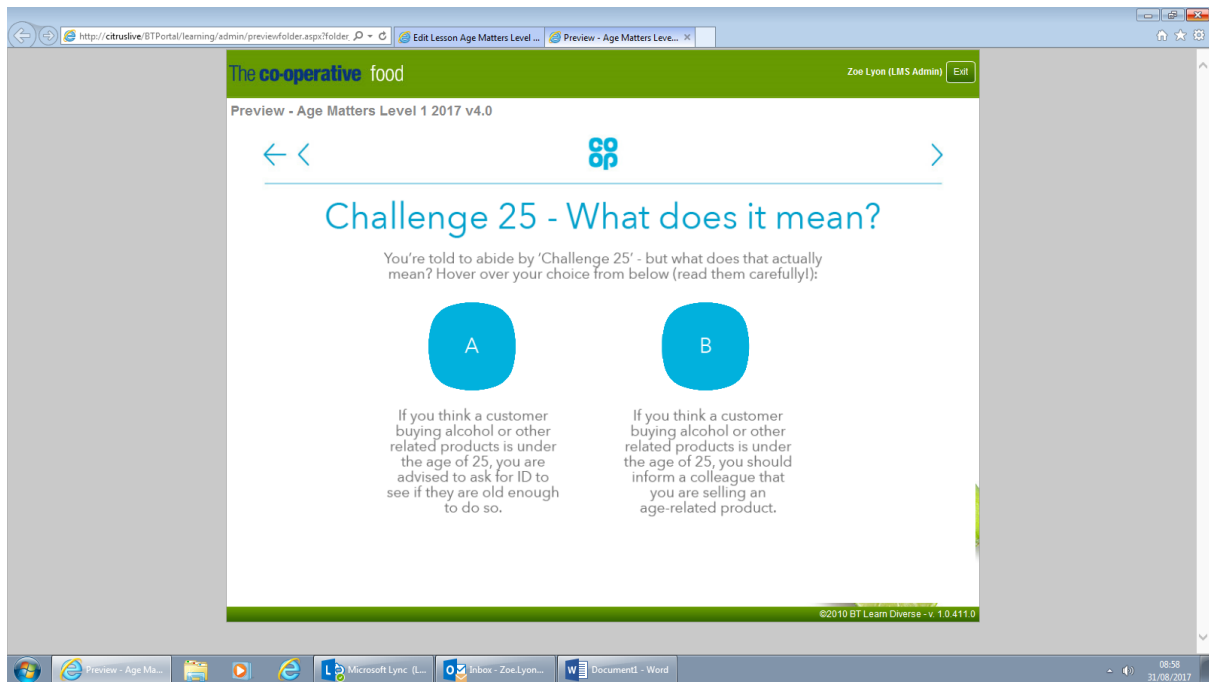
The Bigger Picture – The impact of selling products to under age people

The Toolkit – What tools are there to help you

How old do I look? – Challenge 25, the when and how

Just say no – Refusing a sale



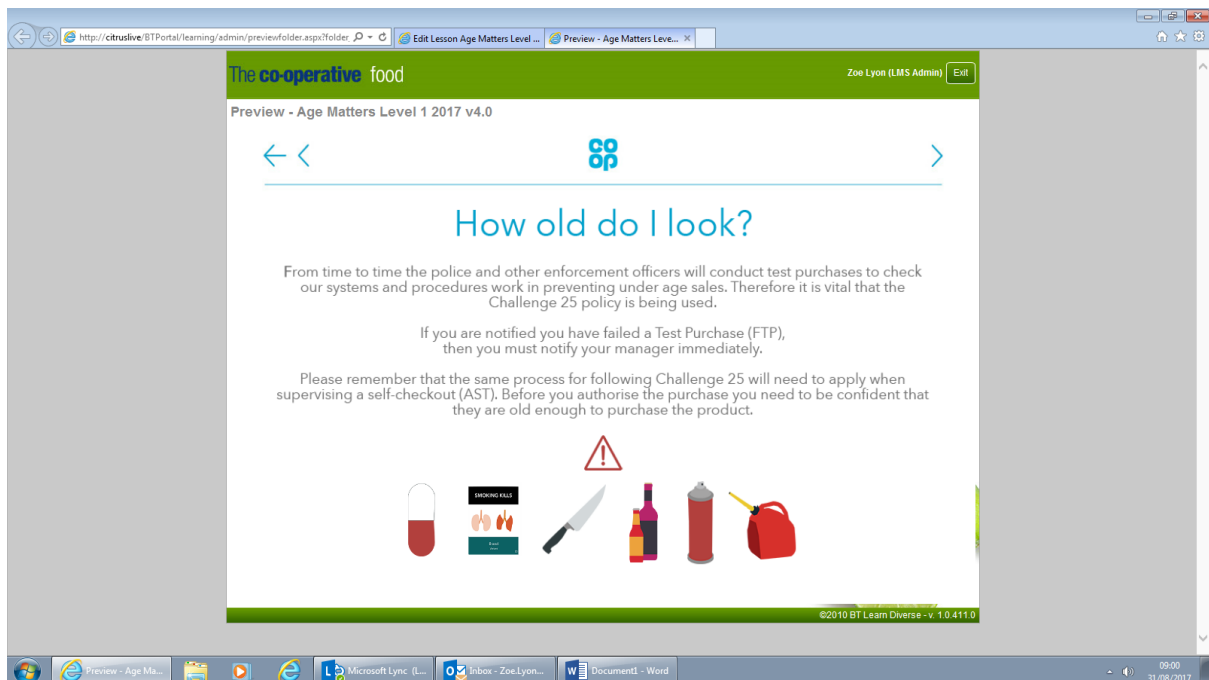
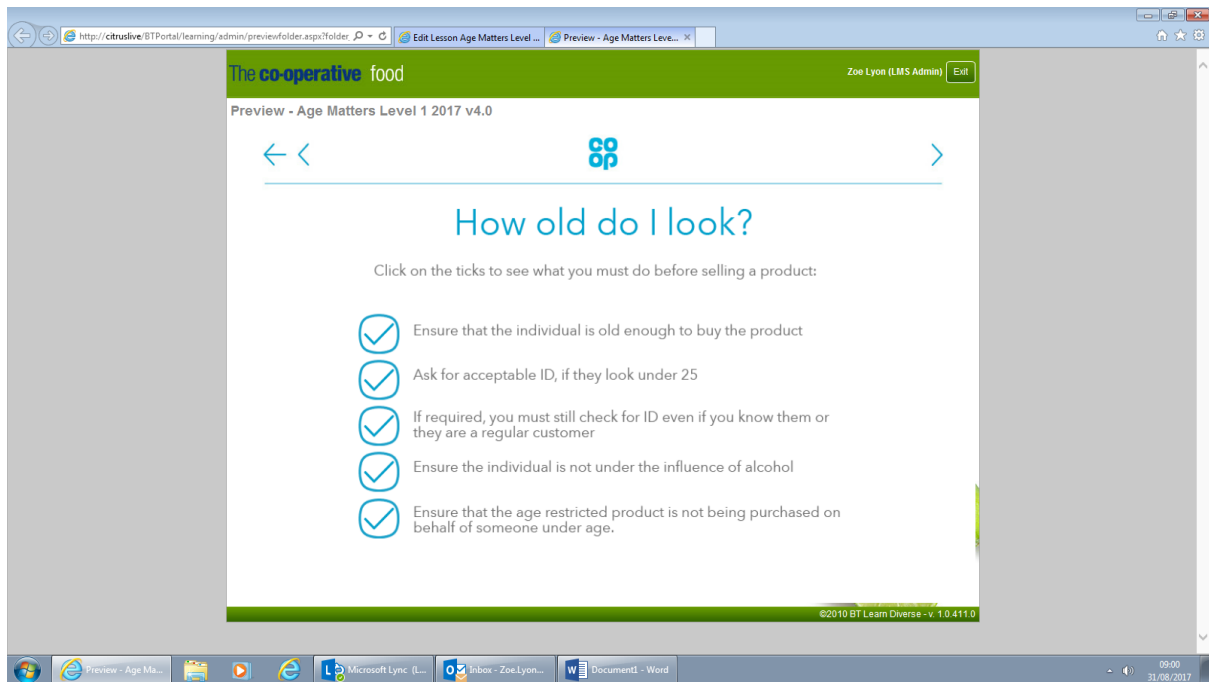


Hover overs

Challenge 25 Badge

Age restricted Point of Sale

Customer facing till screen



http://citruslive/BTPortal/learning/admin/previewfolder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Exit


Preview - Age Matters Level 1 2017 v4.0

← < > →

## How old do I look?

When checking someone's ID, it can be hard to tell if it is genuine, just by looking at it.

Hover over the ID for some tips to help spot a fake ID. There are 5 key areas to find.



**Compare the customer to the ID. Does the person presenting the ID actually resemble the picture?**

**Or does he resemble the picture too closely?**

**Here's what to look for:**

- If the customer is wearing exactly the same clothing and hairstyle as the photo on the ID, be suspicious. The ID might have been made hours before.
- Look for slight differences in facial features. People often present the IDs of close family members as their own.

Look for signs of anxiety. If the customer is avoiding eye contact, or looking nervous, be suspicious.

If you're still unsure, smile at the customer and say, "I think I need my manager to take a look at this." If it's fake, the customer will want it back immediately, and you can hand it back and refuse the sale. If it's real, he or she will probably be fine with having a second set of eyes on the ID.

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Taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:01 31/08/2017

http://citruslive/BTPortal/learning/admin/previewfolder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level...

The co-operative food Zoe Lyon (LMS Admin) Exit


Preview - Age Matters Level 1 2017 v4.0

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## How old do I look?

When checking someone's ID, it can be hard to tell if it is genuine, just by looking at it.

Hover over the ID for some tips to help spot a fake ID. There are 5 key areas to find.



**Ask the customer for information from the ID such as their date of birth. If he or she has stolen someone else's ID, they might not remember smaller details.**

**If the customer cannot give their personal information without hesitation then it may be a fake or stolen ID.**

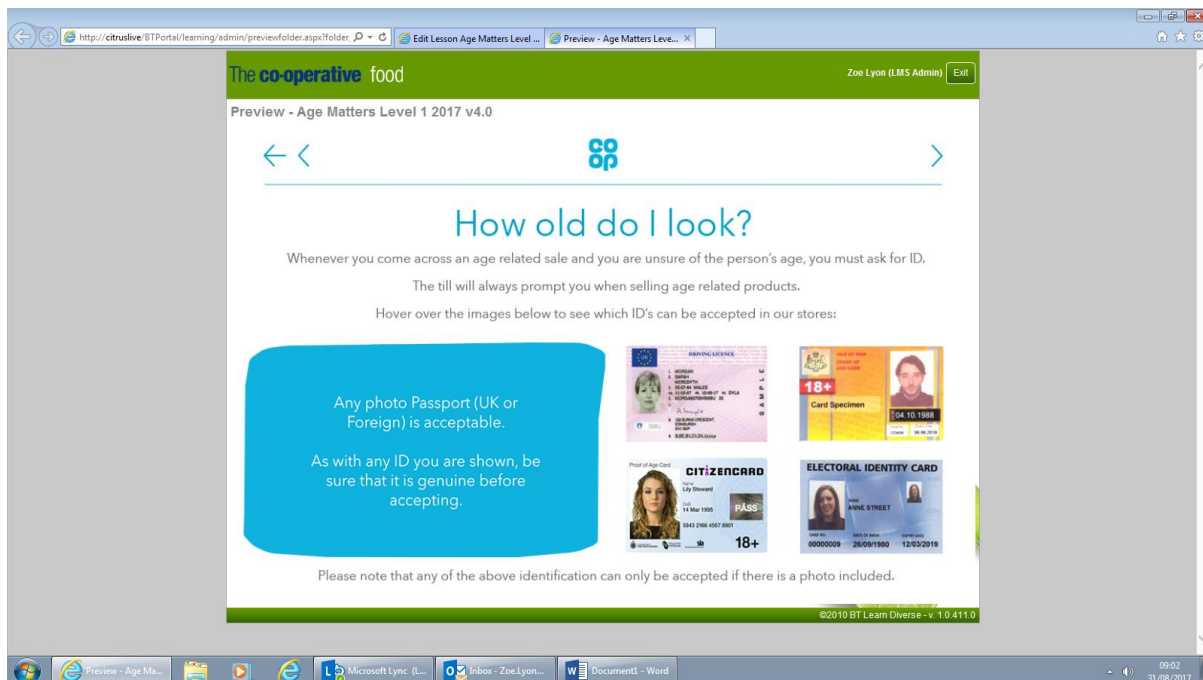
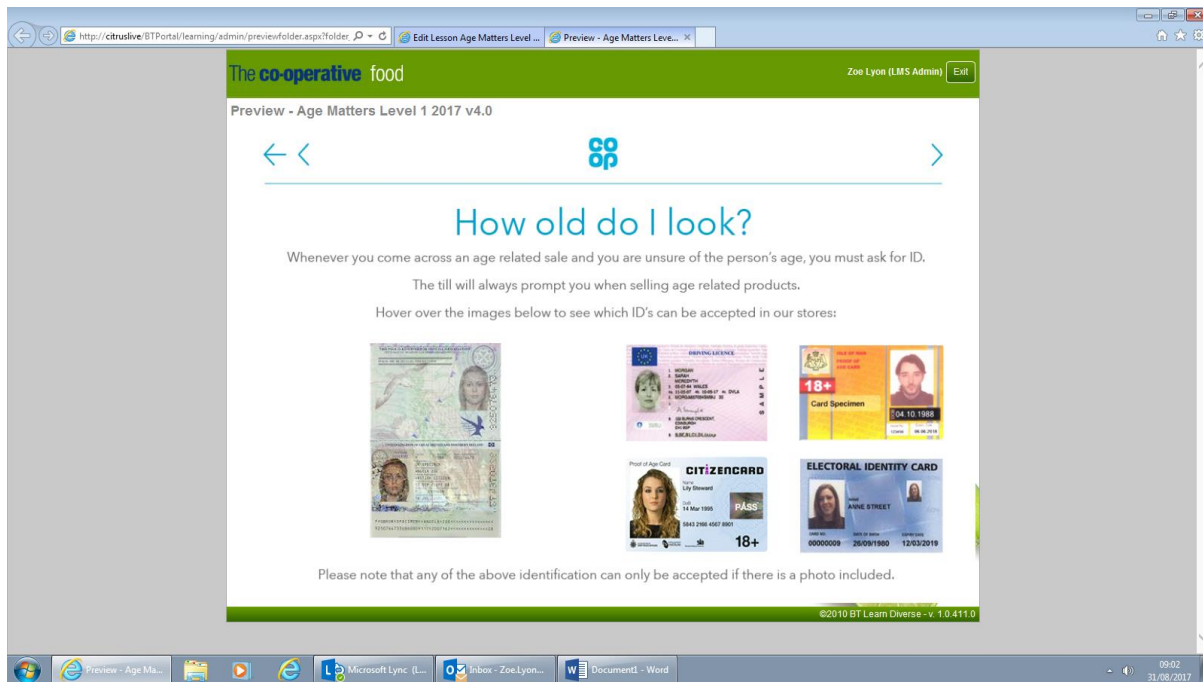
**If in doubt ask for additional photo ID. A lot of fake IDs are legitimate IDs that were lost, stolen or transferred. If that's the case, the customer won't have any additional ID as backup.**

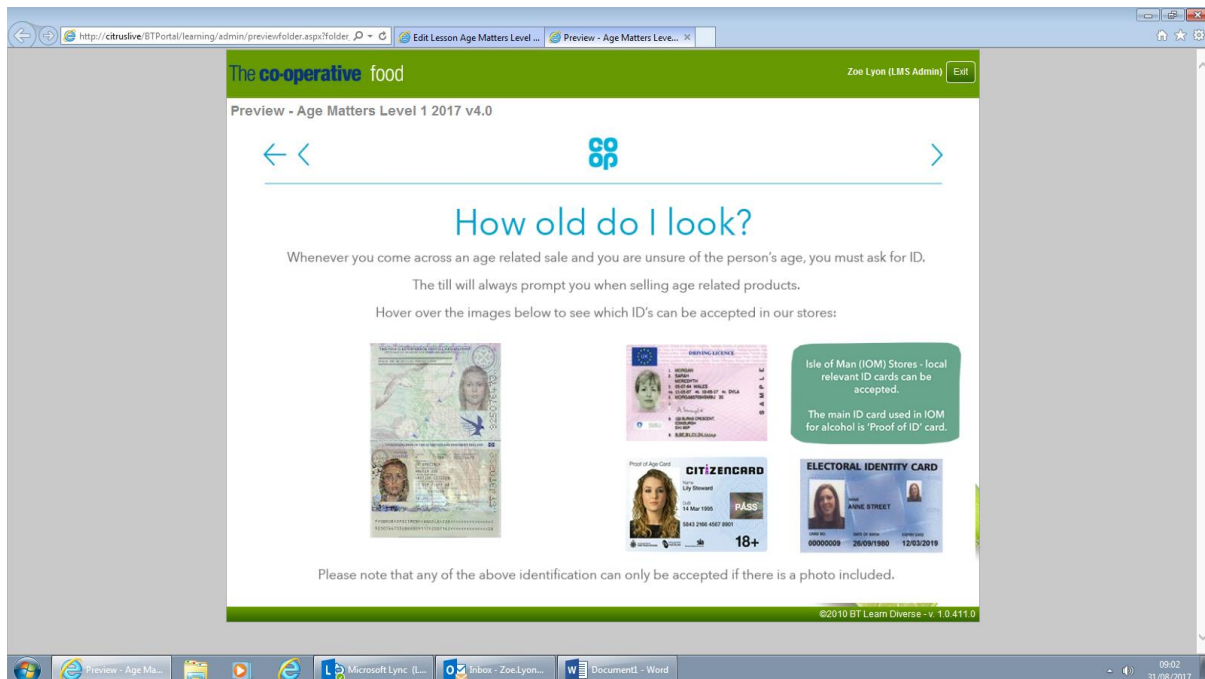
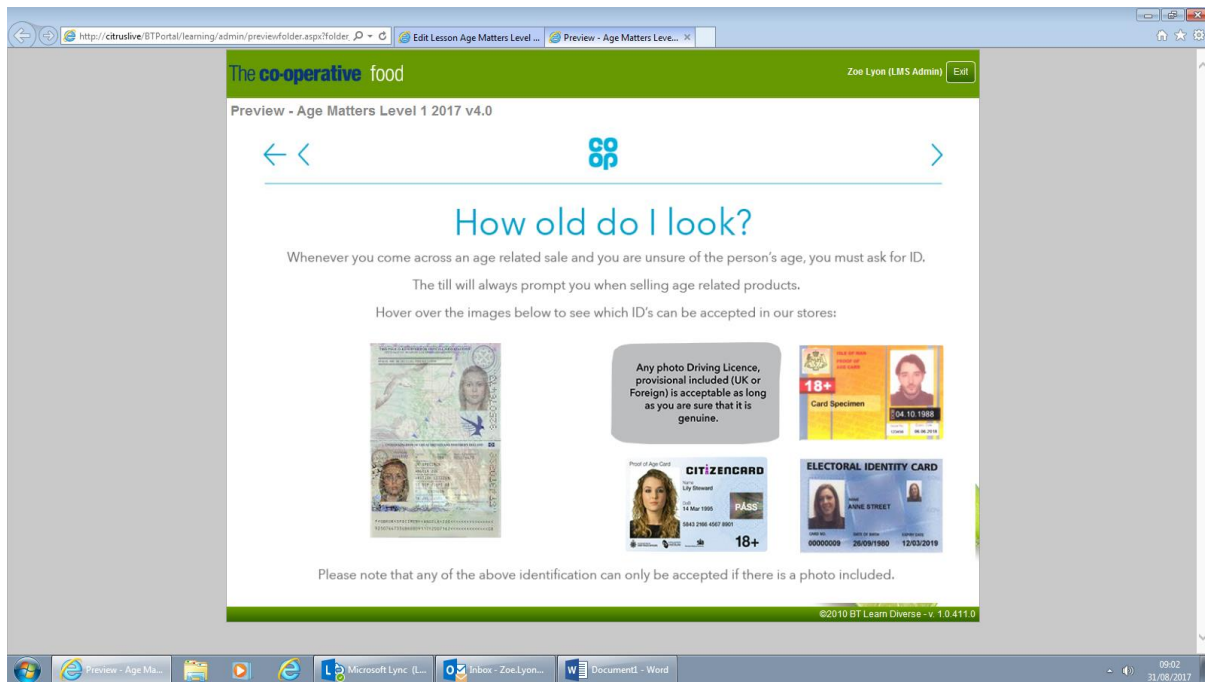
Look for signs of anxiety. If the customer is avoiding eye contact, or looking nervous, be suspicious.

If you're still unsure, smile at the customer and say, "I think I need my manager to take a look at this." If it's fake, the customer will want it back immediately, and you can hand it back and refuse the sale. If it's real, he or she will probably be fine with having a second set of eyes on the ID.

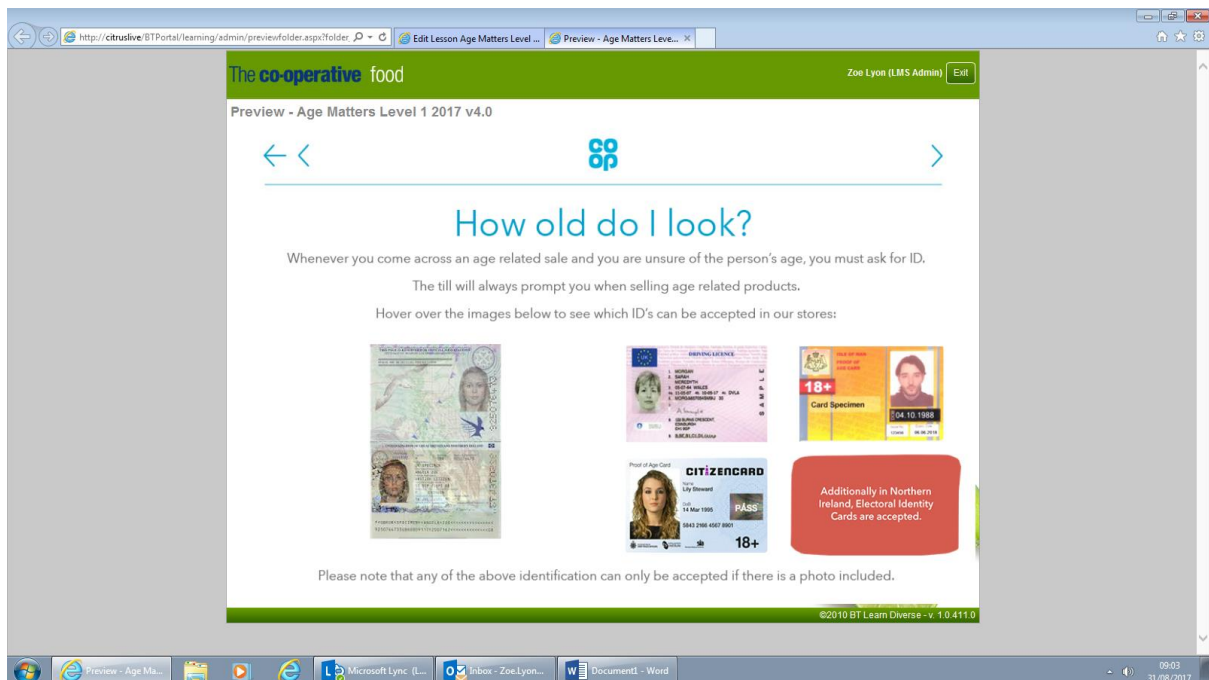
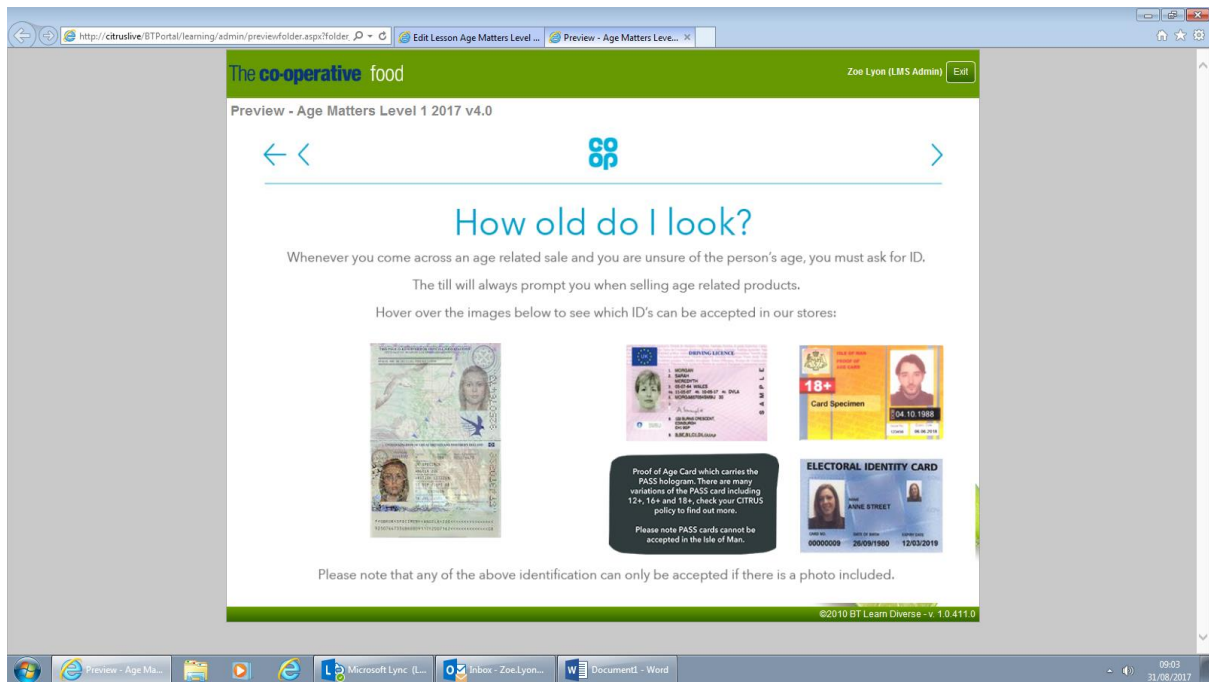
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Taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:01 31/08/2017

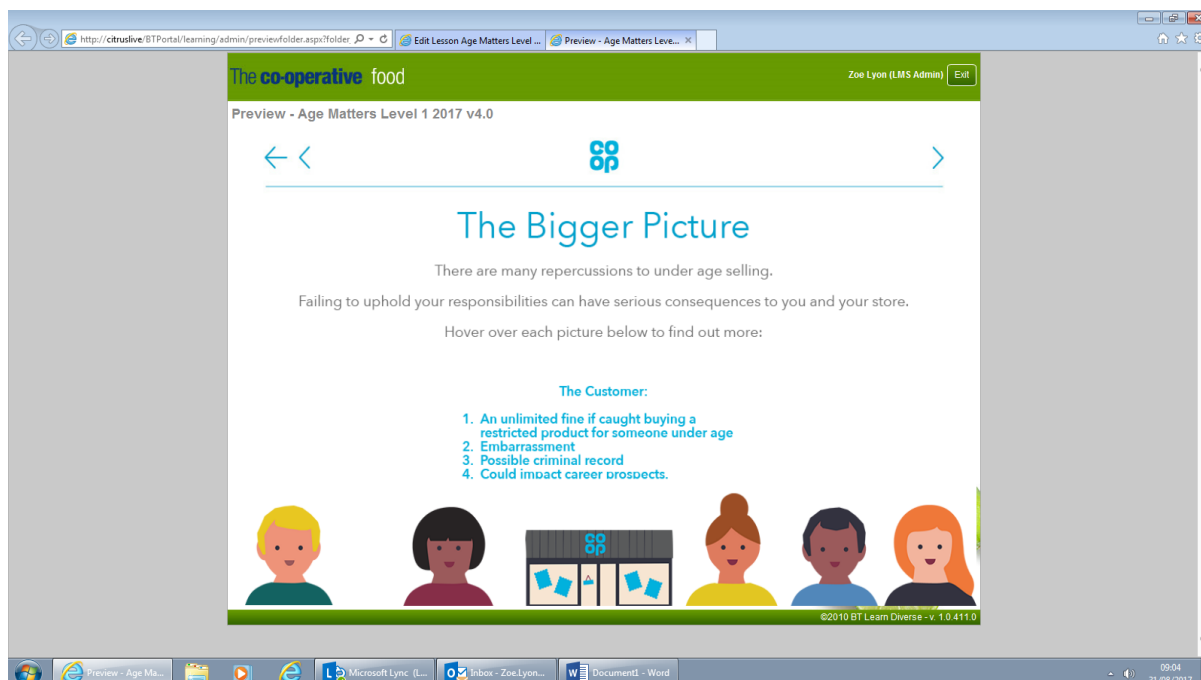
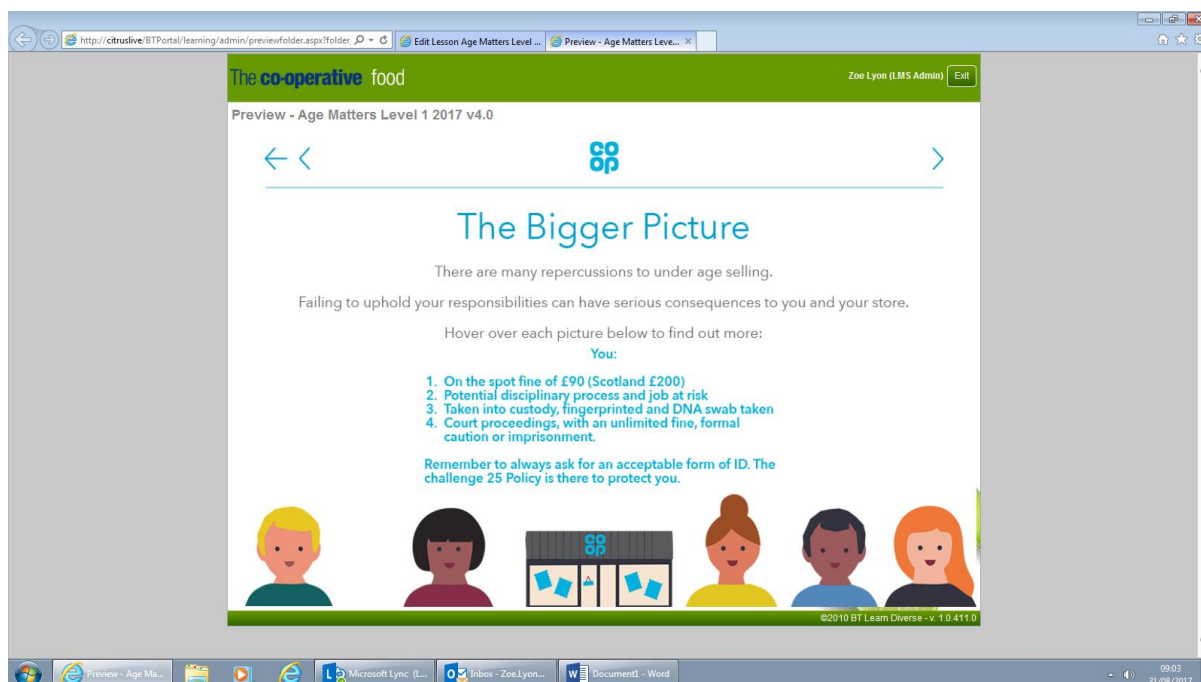


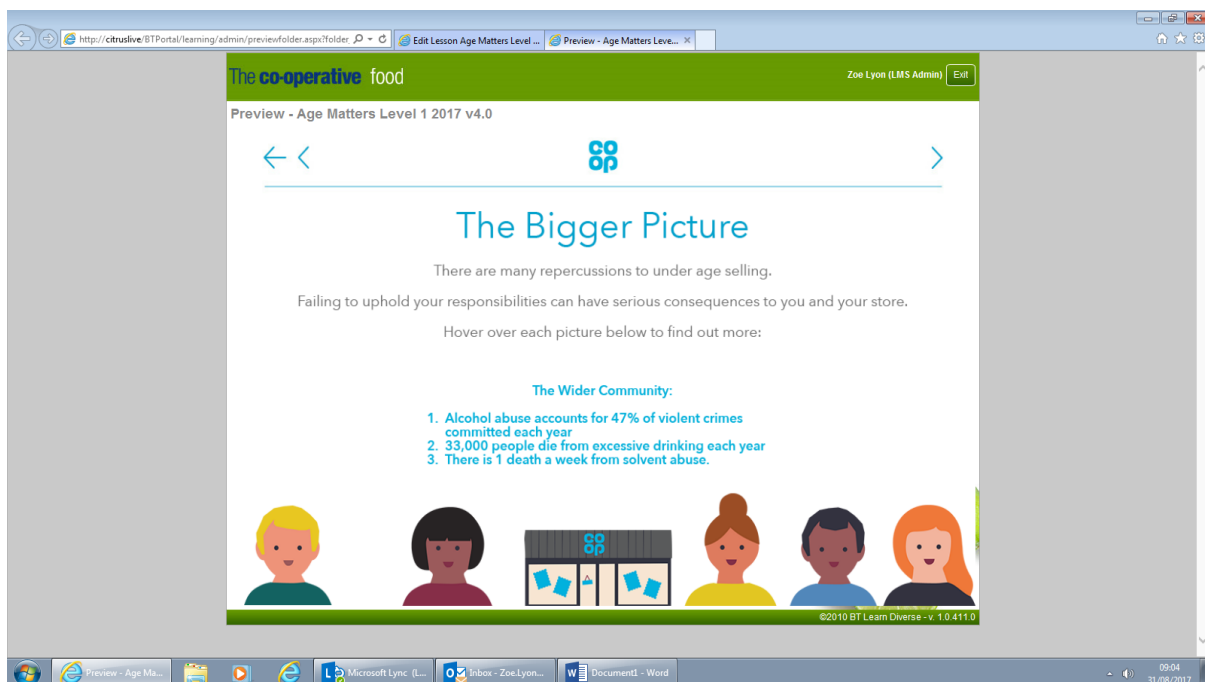
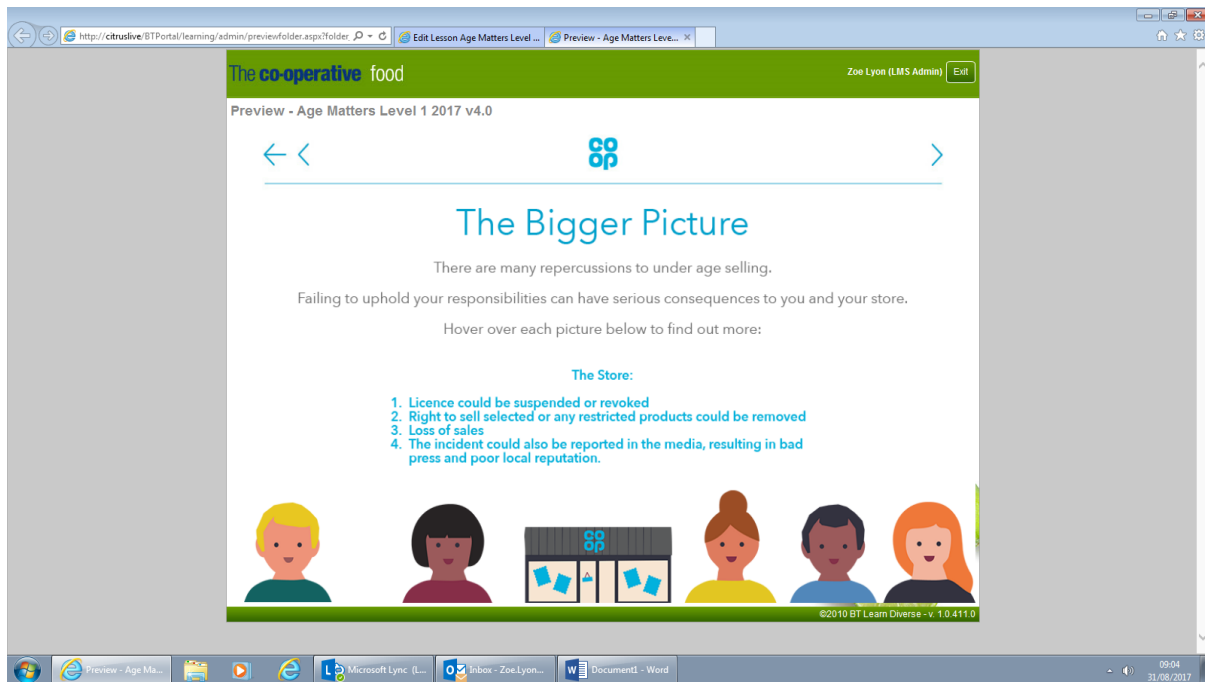













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The co-operative food

Preview - Age Matters Level 1 2017 v4.0

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## The Bigger Picture



### The People in Our Community

When selling restricted products, we also need to pay attention to **who** we are selling to.

Not only do we need to ensure the customer is old enough to purchase the item, we also need to ensure they are not intoxicated. This can be seen in various physical elements, such as:

- Slurred speech
- Stumbling or swaying
- Flushed face
- Dropping things/difficulty picking them up
- Smell of alcohol on the person

The above elements could also be a sign of illness rather than intoxication. This can be a difficult call to make. There is no reason for us not to sell to someone who is unwell. However we do have a responsibility to make sure they do not come to any harm. If you need more advice then speak to your manager.

This is a good example of thinking about and looking out for the people in your community.

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Preview - Age Matters Level 1 2017 v4.0

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## Just say no.

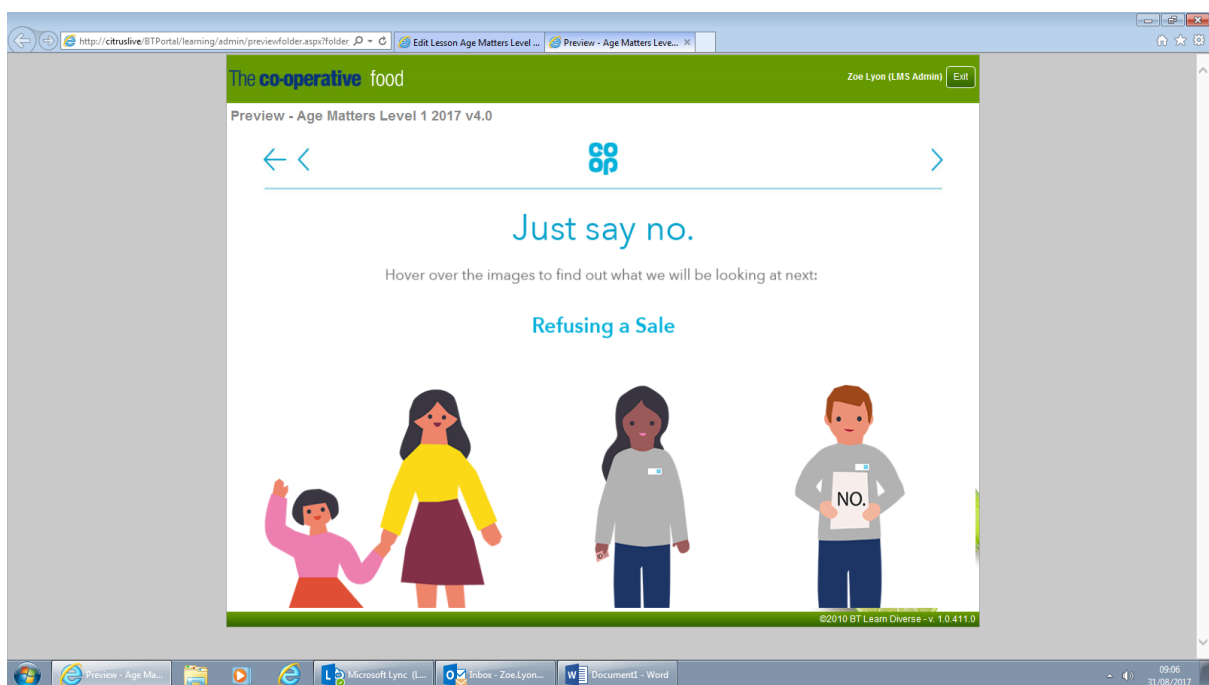
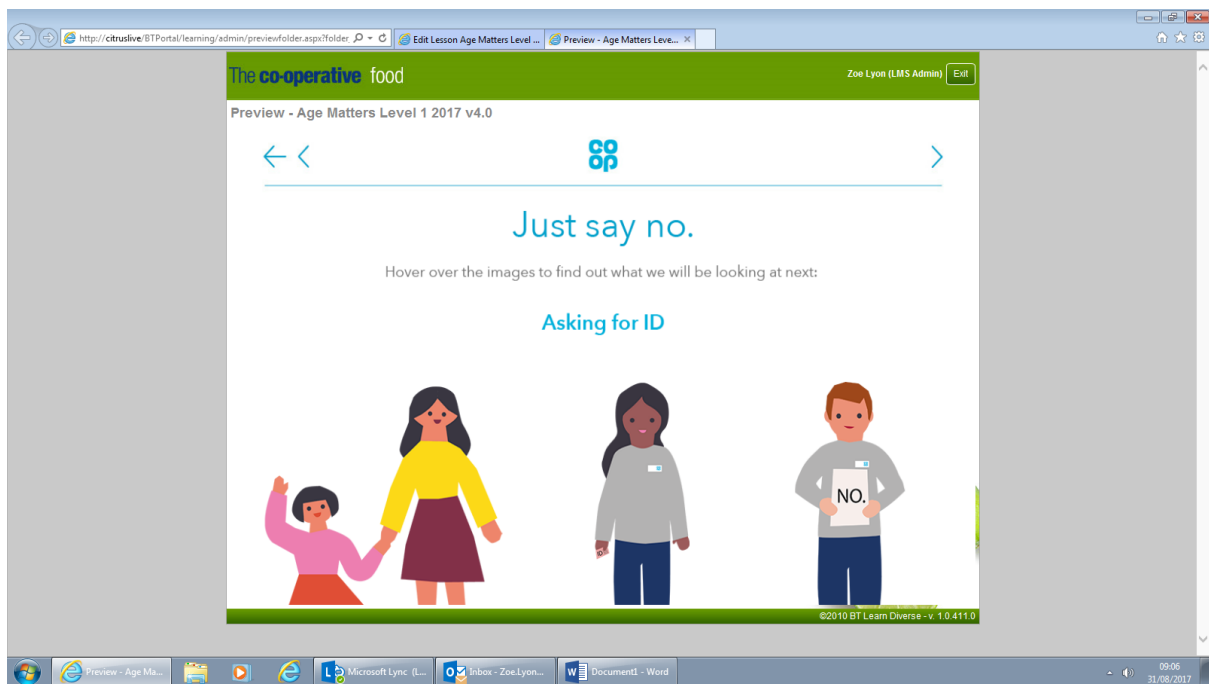
Hover over the images to find out what we will be looking at next:

### Proxy Sales



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The co-operative food

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## The Licensing Objectives

As a responsible retailer we need to ensure we are upholding the licensing objectives.

These are set out by the licensing authority.

These are (click the numbers):

- 1 The prevention of crime and disorder
- 2 Public safety
- 3 Prevention of public nuisance
- 4 The protection of children from harm
- 5 Additionally in Scotland, protecting and improving public health

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The co-operative food

Preview - Age Matters Level 1 2017 v4.0


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## Just say no - Proxy Sales


We can support the 'Prevention of children from harm' licensing objective by ensuring we are not selling any age related products to people underage. If you believe an age restricted product is being bought for someone under-age you have a responsibility to refuse the sale. This is known as a proxy sale.

There are common things to look out for, if you believe a proxy sale is taking place.


Click on the images to find out what these are:




Young people loitering outside the store, speaking to different customers.



Products that appeal to young people e.g. Alcopops, Vodka, cheap wines, cider and lager.



Purchases made using lots of small change.



Alcohol only sales.

Customers may also be unaware that purchasing alcohol for someone under age is an offence and they could be fined up to £5,000.

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The co-operative food

Preview - Age Matters Level 1 2017 v4.0

Just say no

In spite of the previous points it can be very difficult to know if a proxy sale is taking place. Lets take a look at 2 scenarios. Click the scenario you think could be the proxy sale:

- Martin comes in with four of his mates
- Martin has ID to show that he is 19
- He is buying a 24 pack of beer.

This could be a proxy sale. It is unlikely that Martin is going to drink all 24 himself! As he came in with others we would need to ask if the beer was for them too. If so we would need to ID them also.

This doesn't look like a proxy sale. It is most likely that Barbara has bought the bottle of wine for herself to take home or maybe to a friend.

- Barbara comes into the shop with her two grandchildren aged 11 and 14
- She comes in to buy a bottle of wine.

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09:12 31/08/2017

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The co-operative food

Preview - Age Matters Level 1 2017 v4.0

Just say no - Proxy Sales

When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:

- A) 'ID Please'
- B) 'Can I see some ID please'
- C) 'We have a under 25 policy here so would you mind showing me some ID'
- D) 'ID now!'

So when you need to ask someone for ID, use points B and C, and avoid the other 2!

Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word.

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09:13 31/08/2017

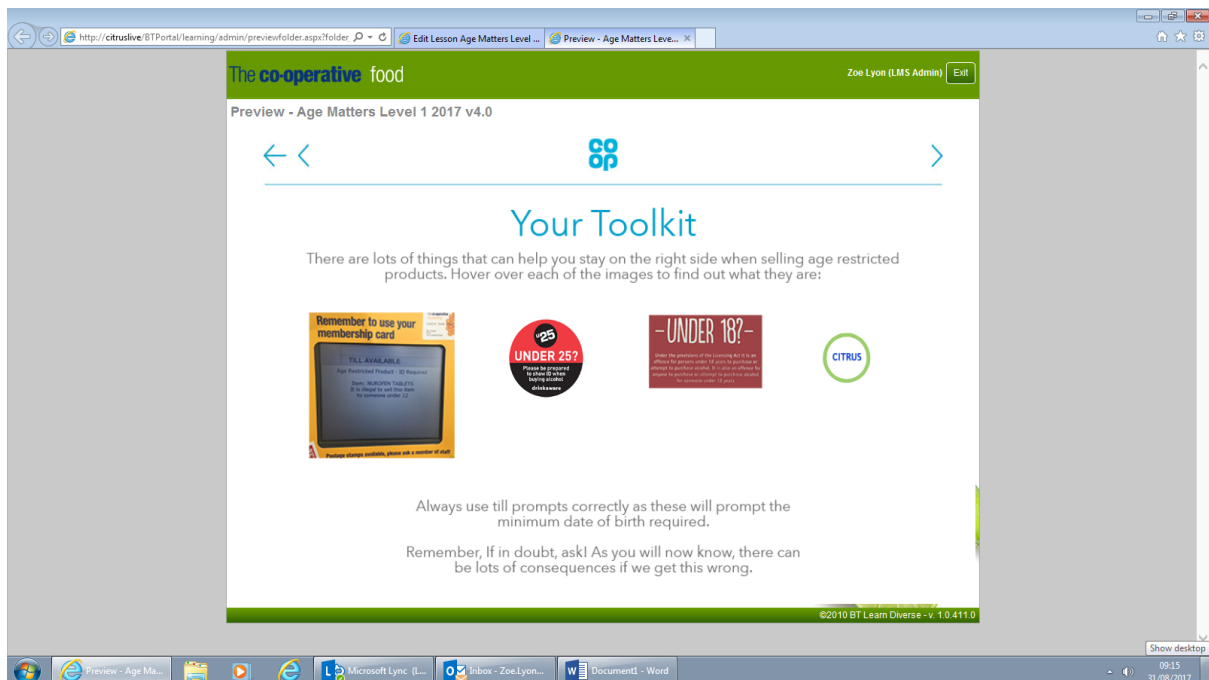
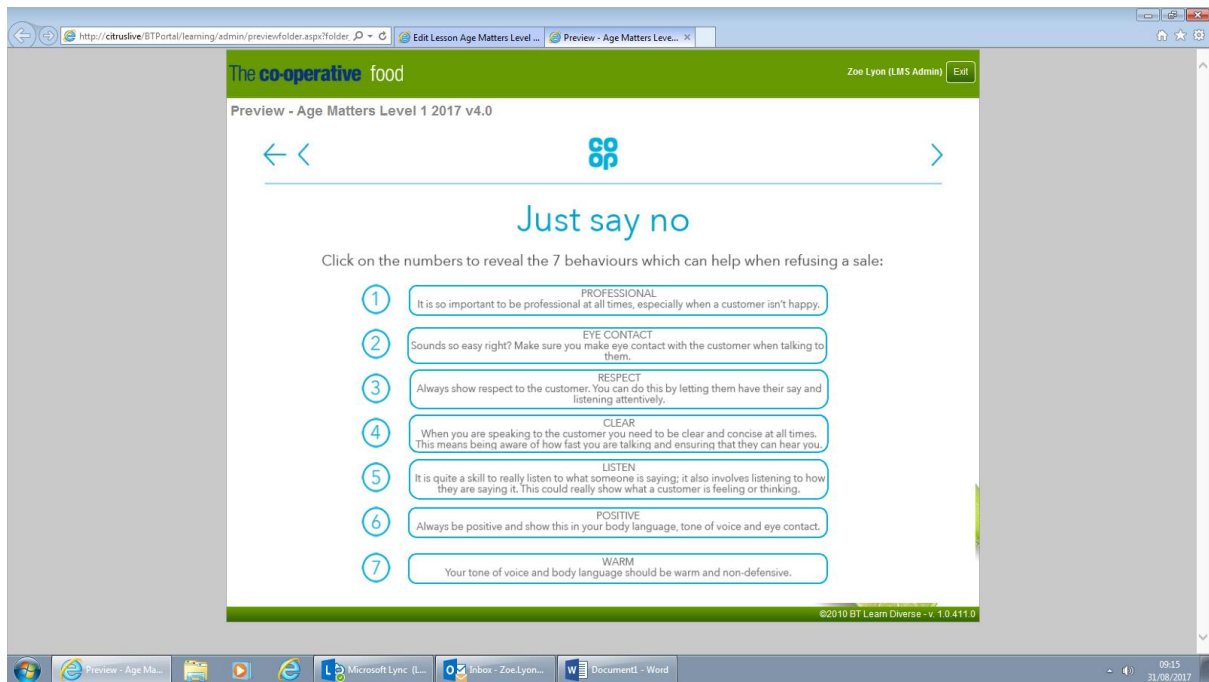


The screenshot shows a web browser window with the URL <http://citruslive/BTPortal/learning/admin/previewfolder.aspx?folder...>. The page is titled "The co-operative food" and "Preview - Age Matters Level 1 2017 v4.0". The main heading is "Just say no - Proxy Sales". Below the heading, the text reads: "When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:". There are four blue buttons with white text: "A) 'ID Please'", "B) 'Can I see some ID please'", "C) 'We have a under 25 policy here, so would you mind showing me some ID'", and "D) 'ID now!'". To the right of the buttons, the text says: "Incorrect: This is a little short and could be worded better. Choose another option." Below the buttons, the text reads: "So when you need to ask someone for ID, use points B and C, and avoid the other 2!". At the bottom, it says: "Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word." The footer of the page says "©2010 BT Learn Diverse - v. 1.0.411.0". The browser's taskbar shows several open applications: "Preview - Age Ma...", "Microsoft Lync (L...", "Inbox - Zoe.Lyon...", and "Document1 - Word". The system clock shows "09:13 31/08/2017".

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The screenshot shows the same web browser window as the first image, but with feedback text displayed next to the buttons. The text next to the buttons reads: "Incorrect: This one we definitely wouldn't use, could come across as rude and unprofessional. Choose another option." Below the buttons, the text reads: "So when you need to ask someone for ID, use points B and C, and avoid the other 2!" and "Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word." The footer of the page says "©2010 BT Learn Diverse - v. 1.0.411.0". The browser's taskbar shows the same open applications as the first image. The system clock shows "09:14 31/08/2017".



Customer Facing Till Screen

Challenge 25 badge

Age restricted Point of Sale

CITRUS Policies

The screenshot shows a web browser window displaying the 'The co-operative food' LMS interface. The page title is 'Preview - Age Matters Level 1 2017 v4.0'. The main heading is 'Key points for managers'. The content includes three paragraphs: 'Over the summer months teenagers may attempt to purchase alcohol as they're bored and to celebrate exam results. This will see an increase in test purchasing by Police and Trading Standards.', 'It's no use not checking ID just to get rid of that long queue, if it results in your store being banned from selling certain products.', and 'Upon failing any tests the most senior person in the store must be called immediately and the Failed Test Purchase procedure put into action.' Below the text are two stylized tree icons. The footer of the page reads '©2010 BT Learn Diverse - v. 1.0.411.0'. The browser's taskbar shows several open applications, including 'Preview - Age Ma...', 'Microsoft Lync (L...', 'Inbox - Zoe.Lyon...', and 'Document1 - Word'.

The co-operative food

Preview - Age Matters Level 1 2017 v4.0

Key points for managers

Over the summer months teenagers may attempt to purchase alcohol as they're bored and to celebrate exam results. This will see an increase in test purchasing by Police and Trading Standards.

It's no use not checking ID just to get rid of that long queue, if it results in your store being banned from selling certain products.

Upon failing any tests the most senior person in the store must be called immediately and the Failed Test Purchase procedure put into action.

A pack with instructions should be printed from CITRUS.

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The screenshot shows the same LMS interface as the first image, but the main heading is 'Summary'. The text below the heading reads: 'You have almost completed the Age Matters Level 1 module. You should now know (click the ticks):'. Below this text is a list of four items, each preceded by a checked checkbox: 'Why we enforce Challenge 25', 'The steps to take when refusing a sale', 'What proxy sales are and how to spot them', and 'The tools available to you to avoid potential underage sales'. The footer of the page reads '©2010 BT Learn Diverse - v. 1.0.411.0'. The browser's taskbar shows the same open applications as the first image.

The co-operative food

Preview - Age Matters Level 1 2017 v4.0

Summary

You have almost completed the Age Matters Level 1 module. You should now know (click the ticks):

- ☒ Why we enforce Challenge 25
- ☒ The steps to take when refusing a sale
- ☒ What proxy sales are and how to spot them
- ☒ The tools available to you to avoid potential underage sales

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