

**S-STOP – Stop Service To Obviously-impaired Patrons** – assists alcohol beverage licensees and their communities to prevent the over-service and over-consumption of beverage alcohol. S-STOP enhances the skill of staff in recognizing when and how to refuse service to impaired customers, thus reducing the likelihood of harm to customers and the community, as well as the likelihood of fines and liability for operators and staff.

## S-STOP has three components:

- **Feedback on staff conduct.**

S-STOP employs “Pseudo-Intoxicated” Mystery Shoppers – actors who ask to be served an alcoholic beverage while showing obvious signs of impairment. In order to appear realistic, these actors act out levels of intoxication that staff of bars, clubs and restaurants are likely to encounter. Licensees are notified by mail of the results of a P-I/MS inspection at their establishment and invited to view an online video that shows how the mystery shoppers would have behaved.

*The results of individual P-I/MS inspections are confidential and not shared with anyone other than participating licensee, including any public agencies.*

- **Online training in over-service recognition and refusal.**

The S-STOP website shows a video of how the Pseudo-intoxicated mystery shoppers behave in their visits. The video also demonstrates skills for staff in recognizing and refusing service to impaired customers.

- **Community engagement.**

S-STOP engages licensee associations and their industry partners and public health, safety and licensing agencies to promote best practices for on-premises serving establishments and to develop guidance on what steps staff should take if a customer is obviously impaired.

*Participation in the S-STOP program is free and completely voluntary. You may decide not to participate or to end participation at any time.*

S-STOP has been developed and administered by the Responsible Retailing Forum through an award from the National Institutes of Health and with the assistance of regulators, national retail associations and their industry partners.