

## Servers at the B.O.B. trained to avoid overserving

June 23, 2014 GRAND RAPIDS, Mich. (WZZM) -- Servers and bartenders gathered at the B.O.B. Monday to learn how to recognize and handle patrons who've had too much to drink.

Participants role-played different alcohol-related situations as part of a four-hour state certification class called Training for Intervention ProcedureS or TIPS.



*Servers and bartenders gathered at the B.O.B. in Grand Rapids to learn how to recognize and handle people who've had too much to drink. (June 23, 2014)(Photo: WZZM*

"It's a server's and a bartender's responsibility to read behavioral cues and respond appropriately. If they see that a guest is visibly intoxicated, they are required to use those skills to slow down the intoxication rate or even discontinue alcohol service," said the Gilmore Collection's Marcy McMahon.

When asked if Monday's training was in response to three recent, highly-publicized alcohol related deaths at the B.O.B., the company said it's part of an overall effort keep people safe while visiting downtown.

Another training session is scheduled for next month.

<http://www.wzzm13.com/story/news/local/grand-rapids-central/2014/06/23/tips-training-the-bob/11284175/>