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## On the job: John Rinaldo, national TIPS Instructor, The Industry School

### What do you do?

"I teach classes in responsible alcohol serving, and help my students understand the state liquor laws and guest intoxication levels through behavioral cues.

The class lasts about four hours, and it's a combination of lecture, discussion and videos. Certification lasts for three years."

**Age:** 45

**Family:** Single, no children

**Residence:** Worcester

**Native of:** Worcester

**Time on Job:** 1-1/2 years

### What is TIPS and who takes your classes?

"TIPS (Training and Intervention Procedures for Servers of alcohol) is a nationally certified program that is starting to become mandated in some communities, like Worcester, and by the liquor liability insurers. Bartenders, waiters, waitresses, liquor store employees, bar managers and catering companies who serve alcohol take my class.

"People can come to my office for the training, or I can go to an establishment and train all the workers at once."

### How did you get started in TIPS training?

"I spent 25 years on and off as a bartender and bar manager. I have a friend who teaches the course, and I got certified to teach. I wanted to get out of the bar business, so I migrated from that to this. And I like teaching, so this works for me."

### What are some tip-offs that a person should no longer be served?

"As people drink progressively, there are changes in their behavior. First their inhibitions come down, then their judgment, then their reaction time and then their coordination.

"It's tough sometimes to be able to assess someone, if you don't know how much they have had to drink."

### What techniques do you use when you need to stop serving someone?

"I try to be polite as possible, and never be accusatory. I say things like 'You've had a good time tonight' and 'How about you guys come back again another night?' "

### What other work have you done?

"I worked as a college strength and conditioning coach at Providence College and at the University of Kentucky. I got burnt out, ran a personal training business for a while, and then got back into the bar business."

### What prompted you to get out of the bar business?

"I got involved with TIPS because I got frustrated with people's attitude that they have a right to get drunk; because in fact,

they don't. It is illegal to sell or deliver alcohol to an intoxicated person in Massachusetts.

"That means that not only can I not serve alcohol to an intoxicated person, I can't sell a drink to someone who is going to give it to an intoxicated person."

**Do you drink?**

"Yes, occasionally. Mostly beer and wine. I enjoy a good beer or a nice glass of wine."

**What time of year is the worst for overindulgence?**

"Between the night before Thanksgiving and New Year's Eve. The night before Thanksgiving has become like a mini-New Year's Eve."

**What are some other misconceptions people have about alcohol?**

"We are serving a drug — alcohol is a depressant, which is something people don't think about."

**What else should people know about the alcohol laws?**

"If you're in a licensed establishment past closing time, they can get fined or shut down, and it's illegal to bring alcohol into a licensed establishment."

Compiled by correspondent Sandy

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