

## Key rules of conduct in brief

Ensure that the statutory regulations on the protection of minors are clearly visible in your restaurant, shop or at the point of sale of a festival enterprise selling food and drink. Make adolescents aware of these regulations.

Never sell alcohol to children or to adolescents who have not reached the legally required age.

If you have doubts about the age of the customer, ask them to produce an official ID document.

It is better to ask for ID once too often – it does no harm to request the ID of a 19- or 20-year-old.

When you verify the customer's age, you are doing the right thing – even if the customer sees things differently to you.

Address adolescents from the age of 16 as you would an adult so that they feel like you are taking them seriously.

Remain calm and matter-of-fact – it doesn't help to react to aggression with counter-aggression.

Do not get involved in any discussions. Your response is clear: no ID no alcohol.

Don't get flustered by hectic situations.

Ask the customer to understand your situation by pointing out that you may have to pay a fine or at worst, your employer could lose their licence and you could lose your job.

In difficult situations (e.g. in the event of aggressive customer behaviour), call your superior or a colleague for support.