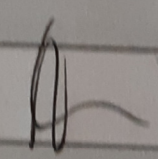



- 14. Where and how to record any refusals to sell, challenges for proof of age, use of fake ID or any other incidents such as aggressive or abusive customers etc? ✓
- 15. Why it is important to record incidents/refusals to sell? ✓
- 16. The law that staff under the age of 18 are not allowed to sell alcohol to anyone and the consequences for breaking this law? ✓
- 17. What the shop policy is for an under 18 year old to get authorisation for sales involving alcohol? ✓

The above areas are a best practice minimum only.  
 Use the section below to write down other areas of shop practice that you train staff on, that will help you avoid selling alcohol to under 18's or help your shop comply with the objectives of the licensing Act 2003. For example, if you operate a banning system for problem customers, what do staff need to know for it to operate successfully?  
 (If you need more space, note this is the case below and securely attach an additional sheet).

*Condition 12 Challenge 25*

Full name of person trained	Signature	Position in shop	Date dd/mm/yyyy
ASRIANA LUMINITA COVACI		SUPERVISOR	21/08/22
Full name(s) of trainer(s)			
MAN WAI LEUNG		General Manager	21/6/22
Full name of Designated Premises Supervisor or personal licence holder, authorising person trained to sell alcohol.			