

# TEAM TRAINING FACT SHEET



## WHAT IS TEAM TRAINING

TEAM training in effective alcohol management is an employee-focused, full-facility alcohol management program available to sport and entertainment facility professionals. It has combined the wisdom of industry operations professionals from professional and collegiate sports, concessionaires, stadium operators, and stadium service partners. TEAM training represents the most comprehensive thinking about alcohol management, preparing facility operations managers to train alcohol servers and event-day employees to manage the sale, service and consumption of alcohol at public gatherings. Each year, over 25,000 employees of nearly 100 sports and entertainment facilities become certified in the TEAM program.

### Key components of TEAM training include:

- Recognizing signs of impairment
- Understanding how the misuse of alcohol affects employees, guests, the facility and the community
- Managing alcohol effectively by working together as a team
- Demonstrating reasonable efforts to minimize liability when it comes to alcohol-related incidents
- Helping to prevent underage access to alcohol by checking IDs and looking for pass-offs
- Helping to ensure compliance with state alcohol service laws

## INSTRUCTOR DEVELOPMENT PROGRAM

TEAM training utilizes a train-the-trainer approach. Facility operations, concessions, and human resources managers attend a two-day train-the-trainer workshop called an Instructor Development Program (IDP) in order to become a certified TEAM trainer. Currently, TEAM has over 500 active trainers, all full-time managers of sports and entertainment facilities. The standard registration fee for an IDP is \$600. Discounts are available based on specific affiliations. After completing the workshop and passing the certification test, trainers train the TEAM program to their employees. Trainers must recertify every two years. Online recertification is available if a trainer has conducted at least four sessions or trained at least 80 employees during their current certification period. Every other recertification must be completed at an IDP (every four years trainers must attend the two-day workshop).

## EMPLOYEE CERTIFICATION

TEAM training for facility employees is divided into two levels. For both levels, employee certification is a three year period. There are some exceptions to this for certain states. Employees must recertify by participating in a training session and passing the certification exam again.

### Level 1

This 2-hour course is taught to the entire facility, and encourages various departments to unify and work together as a team. At the end of the class, there is a 20-question certification test for all employees. Upon passing the test, employees will receive a certification card valid for 3 years, thereby recognizing every employee as a valuable asset.

### Level 2

This is a continuation of Level 1 training taught to concessionaire employees only. It focuses on blood alcohol levels, checking IDs and serving guidelines. The concessionaire employees take a 30-question certification test. Their certification card, also valid for 3 years, will acknowledge a higher level of training resulting from a more advanced training curriculum.

Both levels require the purchase of an employee training manual. Manuals are \$13 each. Again, discounts are available based on specific affiliations. The most exciting aspect of this program is the certification of all employees. The benefits of certification are enormous to a program of this magnitude.

### Benefits of TEAM training include:

- Facility insurance claims and liability suits are drastically lowered when facilities are trained in alcohol management.
- Certification provides a tool for improving employee morale, as certification cards validate that employees play a critical role in alcohol management, the quality of the organization, and the safety of the community.
- TEAM provides an independent third-party test grader which ensures credibility, while also removing the administrative burden from the facility.
- The facility will be able to track the training progress of each employee through TEAM's reporting process. In addition, certification demonstrates a strong "reasonable efforts" defense in the event of a liability suit.