

Alcohol delivery

Things to do when delivering an order containing **alcoholic beverages**:

1



Here is Lisa

And she just received a new order that contains **alcoholic beverages**.

2



At the pick-up point

Picks up items which include alcoholic items. Checks that the alcoholic items are **separate** from the non-alcoholic items.

3



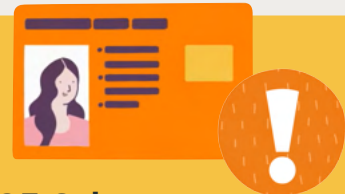
Signs may include:

- Lack of balance or staggers
- Slurred speech
- Bloodshot eyes
- A strong smell of alcohol on their clothes or breath

At the customer

Arrives at the customer and checks that they are not intoxicated.

4



Following Challenge 25 Scheme

Lisa checks the ID, if the customer looks younger than 25 years of age.



Lisa makes the delivery if:

- The customer is **not intoxicated**.
- The name on the order **matches** the name on the ID.
- If they are able to **provide valid ID** that shows that they are 18 years of age or older.



If delivery can not be made:

If the alcoholic items **can not be delivered** Lisa must contact Liveops via the Scoober app Dispo chat



Remember!

It's illegal to deliver to customers under 18 years of age



 **Lead Deliver Care**



We are here to support you!

Get in touch with LiveOps via the chat function.