

Tobacco & Vapour Product Retailers – Training for Staff

This document assists retailers who are training staff members. Retailers can support their staff by doing the following:

- Provide training for staff on a regular basis, (e.g. annually, semi-annually, quarterly, monthly) about how to sell tobacco and vapour products in compliance with the law.
- Provide training about restrictions on display of tobacco and vapour products.
- Post the age prompt stickers on or near the cash register where clerks can see them to quickly determine whether a customer is 19 or older.
- Post signage that clearly indicates to customers that the store policy requires the clerk to ask for ID whenever there is any doubt about the customer's age.
- Pair up experienced staff with new staff until you are satisfied that the new staff person is clear and confident about how to comply with the law.

New staff should not be left alone at the cash register until you are satisfied they understand the law and they know how to comply.

Training Methods

How you train your staff is up to you, but here are some ideas for how you could go about it:

- Review the material provided in a special training session.
- Review the material provided in a one-on-one session with new staff as part of their orientation to the job.
- Provide this material to them to study and then test them later with the HP-TE-9015 Tobacco and Vapour Product Quiz provided by your Tobacco Enforcement Officer.
- Add your own questions about your store policies on tobacco and vapour products.
- Mark the quiz using HP-TE-9016 Tobacco and Vapour Product Quiz Answer Sheet and review any incorrect answers with staff.
- Practice reading identification to determine age.
- Provide periodic review of training, checks and tests to help refresh this information with your staff.

Staff Training Checklist

The following issues have been reviewed with staff:

- Tobacco and vapour products cannot be given or sold to persons under 19 years old.
- Why tobacco and vapour product sales are prohibited to minors.
- When staff must check for ID.
- What is valid ID.
- How to check the birth date to ensure customer is 19 or older.
- How to ask for ID politely but firmly – point to signage for support.
- How to refuse a sale.
- Store policy for dealing with abusive or threatening customers.
- Keeping tobacco and vapour products covered between sales and restocking.
- The signage and extra materials they can use to explain the law to customers.
- What are the consequences of selling tobacco and/or vapour products to a minor.
- Other store policies and consequences for not following them.
- Staff have completed training and testing, and the manager has reviewed the results.

Set your staff up for success by providing them with the training and support they need!

Letter of Understanding – Sample

LETTER OF UNDERSTANDING

BETWEEN

(Employee)

AND

(Retailer)

REGARDING COMPLIANCE WITH STORE POLICY ON TOBACCO AND/OR VAPOUR PRODUCT SALES

I, the employee, received tobacco and vapour product training on _____
and, understand and agree to follow the store policy. (Date)

I agree to:

- Ask for identification from every customer who appears to be under 19 years of age when tobacco or vapour products are being requested.
- Refrain from selling tobacco and/or vapour products to any customer who is under the age of 19 years.
- Other requirements – *add here*

SIGNED AND DATED THIS THE ____ DAY OF _____, ____.

Employee Signature

Print Employee Name

Owner/ Retailer Signature

Print Owner/Retailer Name

References

HP-TE-9015 Tobacco and Vapour Product Quiz

HP-TE-9016 Tobacco and Vapour Product Quiz Answer Sheet