



# Pennsylvania Licensed Beverage Association

Your Non-Profit Educational Resource

*The only statewide non-profit organization exclusively serving all retail licensees of the Commonwealth since 1941.*

## *Frequently Asked Questions About Our Online RAMP Server/Seller Course*

### **1. What benefits do I receive as a licensee with RAMP certified employees?**

- Server/Seller certification is one mandatory component of completing the PLCB's Responsible Alcohol Management Program.
- By completing this program, a business owner can help shield himself from a number of liabilities. These include:
  - Preventing or lowering fines associated with irresponsible alcohol service.
  - Helping to lower liquor liability insurance.
  - Peace of mind that your employees know and have been educated on the laws and roles of serving alcohol in the Commonwealth.

### **2. What is the benefit of having my employees take this course online rather than in a classroom setting?**

- The convenience! Your employees can take this course anywhere they have Internet access at anytime of the day. Sometimes classroom training courses can be inconvenient when they are not offered near your town or when employees have to take time off of work to attend them where they are held.

- Also, for your convenience, you can purchase bulk vouchers for your employees from 1 to 100 vouchers at a time.

### **3. How long does this online course take to complete?**

- With no drive time or having to schedule your staff around a classroom Server/Seller course, the online version immediately takes hours less to complete. The average time of completion is about 2 hours.
- Employees can save their completed answers, take a break, and come back later to complete the course when their schedule allows.
  - Employees have 30 days to complete a single purchased voucher.
  - They have 90 days to complete if the voucher was purchased as part of a bulk purchase.

### **4. What if an employee fails the online Server/Seller course?**

- When an employee fails a classroom training session, they have to wait until another session is offered, take off work to attend, repay full price, and sit through the seminar again.
- When an employee fails the online course, they get one more chance to take it...for free! Yes, each voucher is good for a second chance at certification if the employee fails the first.

### **5. What if my employee or I have questions while we are going through the online training course?**

- Don't worry; the online course is equipped with a live help desk that will answer your questions or help guide you through the criteria.
- The help desk is live Monday through Fridays from 9 a.m to 5 p.m. Eastern Time.

- You can also send your questions to [info@RAMPtraining.com](mailto:info@RAMPtraining.com) for a prompt answer.

## **6. When do my employees receive their certification?**

- Employees can print their certification as soon as they have passed the online exam!
- With classroom training sessions, it can take weeks to receive your RAMP certificate.

## **7. How much does the online Server/Seller course cost per employee?**

- Unlike classroom training sessions that can vary greatly in price this online training course costs only \$25.00 per employee.
- You can also benefit from signing up for a three-year PLBA Educational RAMP Server/Seller Program. With this program, you can buy bulk vouchers (1-100) for your employees to take throughout the allotted 90-day period.
  - It is free to sign up and by signing up; we will guarantee the set \$25.00 price for your employees for three years under your LID number.
  - For a limited time (until March 1<sup>st</sup> 2012), we will discount your first bulk purchase order for only \$20.00 per employee.
  - Please visit [www.pataverns.com](http://www.pataverns.com) to find the contract for this program.

## **8. Where can I find out more information about this online course?**

- Please visit [www.RAMPtraining.com](http://www.RAMPtraining.com) for more details, email [info@RAMPtraining.com](mailto:info@RAMPtraining.com), and/or, call Amy Christie at 1-800-543-7683, extension 204.