



Contact us: 208-334-0642
ID Tobacco Project Website: healthandwelfare.idaho.gov
Select the "medical" menu and then "Idaho Tobacco Permits"

Facts and Stats

"A" average for September

According to Idaho Code 39-5701, the Idaho Department of Health and Welfare must inspect each business that sells tobacco to ensure that it does not sell tobacco to minors. In **September 2018:**

- 253 Vendors were inspected.*
- 19 Vendors sold to the inspecting minor.
- The compliance rate for the month was 92.49%

*Non-minor Exempt Inspections where purchase attempts were made.

Prevent the Sale Website

Preventthesale.com/Idaho

Look for our new game, additional training and point-of-sale resources for retailers, and updated ID information!

Angry Customers? Here are some tips

By Cheryl Reed

It is time to renew tobacco permits

Tobacco permits are free and required! Selling tobacco without a permit is a misdemeanor punishable by law. You can renew your permit online at <http://www.tobaccopermits.com/idaho/>. A valid email address is required to obtain or renew a tobacco permit. If you want help renewing, please call 208-892-0620. You have until **December 31, 2018** to renew your permit. After that date, you will be breaking the law if you continue to sell tobacco without a valid permit.

Tips for dealing with confrontational customers

Have you had to deal with any minors who responded to your refusal to sell them tobacco in an angry or confrontational way? We hope not! But just in case it does happen, here are some tips that might help you maintain control of an escalating and uncomfortable situation.

Refusing to sell tobacco to a minor is not a typical customer service transaction. While most often "the customer is always right," in a transaction where a minor is trying to purchase tobacco illegally, the customer is NOT right. It's your job to stand your ground, to treat this customer with respect, but to also be prepared for potential backlash. Forbes.com has some ideas for dealing with angry customers that we've tailored to fit your job:

1. Take a deep breath and remain calm. You do not gain anything by responding to the customer in a similar manner as them.
2. Be polite, even if the offender is not. Use your listening skills, stand up straight and tall and keep your arms uncrossed.
3. Remind the minor, calmly, that it is against the law to sell tobacco to him/her.
4. Speak softly, and don't take the customer's actions personally.
5. After the confrontation, take some time to regain your composure.
6. Practice with a colleague.

Are you familiar with our neighboring states' ID cards?

We've talked a lot about familiarizing yourself with Idaho's driver's license and how to instantly know if a customer is a minor, or if the ID is fake, borrowed, or altered. But you might want to take a look at some examples of ID cards from other states. We have some online at <http://www.preventthesale.com/idaho/otherids.htm>, but you can also Google other states to view their driver's licenses as formats are constantly changing to enhance IDs with the latest security features.

Dealing with out-of-state customers might also be a good reason for you to use the age calculator App by the FDA that we talked about in August. You can download the "FDA Age Calculator" from the Apple store or Google play.

Reminder: Minor Tobacco Inspectors Are Hired Employees

Idaho's Tobacco Teen Inspectors are hired, taxpaying employees who have an interest in the mission of the tobacco project to prevent the sale of tobacco to minors and reduce early onset smoking amongst their peers. These teens are not in trouble with the law and enjoy their job of reminding tobacco retailers and employees to always ID anyone that looks younger than 27 years old. The teens do NOT want their peers to start smoking and are always happy and excited when retailers consistently and successfully refuse the sale of tobacco to minors.

The teens used in Idaho as inspectors must:

1. complete a training program,
2. be non-smokers,
3. have a passing GPA in high school,
4. not be in any kind of trouble with the law or with their schools, and
5. are provided immunity under the law when conducting official state tobacco inspections.



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Volume 18, Issue 10
October 2018

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What's inside?

- Time to renew permits!
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- Minor tobacco inspectors are employees

PLEASE DISTRIBUTE TO EMPLOYEES