



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

## 2019 Facts and Stats

### April's Compliance Grade: **B**

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 April:

- 119 Vendors were inspected.\*
- 16 Vendors sold to the inspecting minor.
- The compliance rate for the month was 86.55%

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

### Prevent the Sale Website

[Preventthesale.com/  
Idaho](http://Preventthesale.com/Idaho)

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

## Training Employees on Selling Tobacco: How Hard Can it Be?

How hard can it be? You hire a new store clerk. As part of their job, they will be selling tobacco products to customers. You tell this employee to check every customer's ID and to not sell tobacco to anyone under 18. Sounds easy, right? Shouldn't that be enough to keep clerks from selling tobacco to minors?

Sadly, the answer is no! Clerks continue to sell tobacco to minors resulting in fines and retailer tobacco permit violations. To prevent this, each Idaho tobacco retailer should train its employees on Idaho law, company policies, and methods to avoid selling tobacco to minors.

### Training Methods for Any Business

Regardless of the size of your business, a training program can be created that will provide comprehensive knowledge on the laws and company policies related to minors and tobacco. Training suggestions include:

- An annual review of Federal, State, and local laws focusing on any changes to the previous year's laws and requirements;
- A review of company policies on youth access to tobacco and the company penalties for selling to a minor. Your company policies should be in writing and a copy provided to each new employee;
- A clear definition of the tobacco products and smoking paraphernalia that your company sells and which of those items the sales-to-minors laws apply;
- A defined cut-off age established by which all customers must be carded before tobacco is sold to them;
- Guidelines for inspecting IDs that include spotting fake, borrowed, or altered IDs, and determining customer's age without the use of math;
- Provide practice techniques for handling recurring situations, like:
  - Asking for ID
  - When and how to ask for a second ID
  - How to decline a sale
  - Recognizing a potential third-party sale
  - Resisting customer pressure
  - Handling customer's abusive conduct;
- Provide clear directives on when to seek additional assistance;

- Emphasize that tobacco sales are not required, and that no penalty will be imposed for refusing a sale;
- Provide a written test to establish employee's knowledge of the laws and company policies;
- Have each employee sign the Employee Training Form. A copy is sent to each retailer with their tobacco permit and is part of the Idaho Administrative Code. A copy can also be downloaded at <http://preventthesale.com/Idaho/resources.htm>, and
- Have each employee watch the Preventthesale Owner and Employee Training Presentation found at <http://preventthesale.com/Idaho/resources.htm>. There have been a few new additions to the state code that are not discussed in this presentation, like the addition of e-cigarettes to the list of tobacco products. But this presentation provides great background and overview the Idaho Tobacco Project.

## Should Employees Ever be Retrained?

Employees who are responsible for selling tobacco products should receive additional training periodically about every 6 months to maintaining their knowledge, skill, and motivation to refuse tobacco sales to minors.

Retraining suggestions include:

- A review of the applicable laws and company's written policies on sales to minors;
- A review of the changes to ID format and the color-coding system that simplifies the age identification process;
- A review of the company's compliance rate and performance;
- A discussion of the goals for compliance; and
- A time to answer any employee questions

Remember, these suggestions are designed to assist your employees refuse the sale to minors. Change or add additional training methods to meet your company needs. No business is too small to provide the training basics to their employees. Providing the knowledge, skills, and motivation not only helps to avoid costly fines, but provides the armor your employees need to prevent the sale to minors.



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### What's inside?

- Training Methods for Any Business
- Retraining Employees

**PLEASE DISTRIBUTE TO EMPLOYEES**