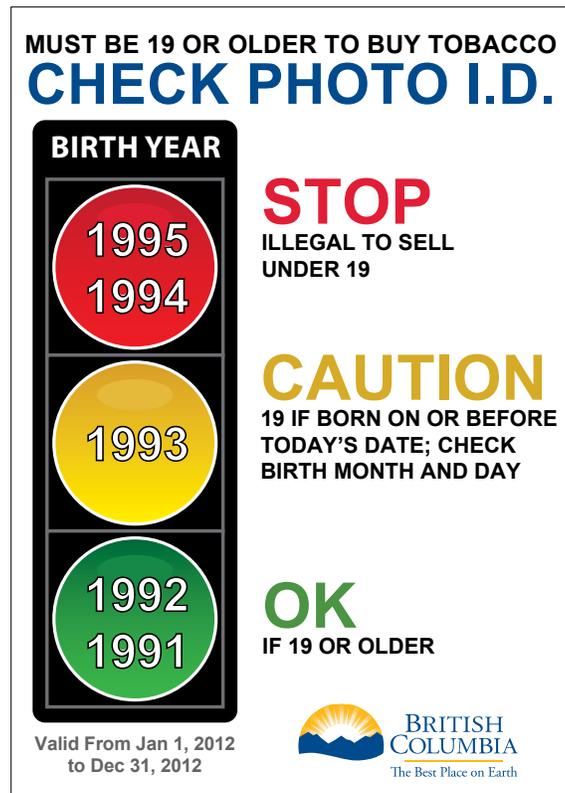




Training Employees and Tools

Problems with IDs

Calculating the age of a customer from the date of birth can be confusing. Use provincial age-stickers to figure out if a customer is 19 or over. Do not forget to change the stickers each year as required.



Sample of provincial age stickers

Keep an eye out for altered identification. Younger customers may try to change their IDs to appear older.

Here are some ways to spot altered IDs:

- Has the ID been changed in any way?
- Have the dates been altered in any way?
- Look closely at the typeface on the dates – is it the same as the rest of the card?
- Has the surface been scratched so you cannot read the dates?
- Have the corners been peeled back?
- Run your finger across the surface of the card – has it been scratched near the birth date?
- Can you feel a break in the surface that would show something has been inserted into the card – has a new date been inserted into the card?
- Check the picture – does the person in front of you look like the person in the picture?