



Cannabis industry knowledge is key for budtenders who want to create awesome customer experiences. It's also important to know state regulations. Check out these handy tips for every sales transaction.

Minimum Age Limits

Purchase recreational cannabis: 21

Enter a retail store: 21, unless it is a medical patient accompanied by a caregiver

Enter a medical store: 18, unless accompanied by a caregiver



Sales Limits

Recreational cannabis: 1 ounce per transaction

Medical cannabis: 2 ounces per day

Signs of Impairment

Do not sell to anyone who appears impaired.

Signs of impairment include:

- Drowsiness, slurred speech, red eyes
- Impaired perception and motor skills
- Panicked, paranoid or confused behavior

Refusing Sales





Be Quick – Refuse the sale before making the transaction. Place the product out of reach and, if possible, out of sight.

Be Clear – Politely explain the reason for your decision; avoid seeming judgmental or critical.





Be Consistent – Calmly follow through with your decision. Never discriminate based on race, sex, ability, etc.

Talking with Customers

Don't Say:

-  Our cannabis is organic.
-  This strain will help with your fibromyalgia.
-  You can't come in because you are way too young.
-  You're obviously intoxicated and shouldn't be buying cannabis.

Say This Instead:

-  Our cannabis is organically grown.
-  Some customers have said they feel pain relief when using a product like this.
-  I'm sorry, I can't allow you to enter without a valid ID.
-  I'm sorry, I'm not allowed to sell to customers who might be intoxicated. I could get fired.

Checking ID

Check ID using the FLAG system when a person enters the store and makes a purchase.

Acceptable government-issued IDs include driver's licenses and passports. The ID must display the person's name, photo and birthdate.

Feel

Check for any odd bumps, dips or pinholes.

Look

- Expiration date
- Birthdate
- Photo
- Format (front & back)

Ask

If you suspect that someone's ID may not be valid, ask them to verify information from the ID.

Give Back

If the ID looks genuine, return it and make the sale. If the ID is not valid, refuse the sale.

THC Strengths

Cannabis Product	THC Levels
Cannabis Flower	<ul style="list-style-type: none"> • Mild: 10% THC or less • Medium: 10% to 20% • Strong: 20% THC and above
Concentrates	<ul style="list-style-type: none"> • Strong: 60% THC and above
Edibles/Tinctures	<ul style="list-style-type: none"> • Very mild: 1 to 2 mg THC • Mild: 2 to 5 mg THC • Medium: 5 to 10 mg THC • Strong: 10 to 50 mg THC • Very strong: 50 mg THC and above

If you see someone suffering from accidental consumption or overconsumption, call 911 or another emergency help number (such as the **Poison Control Center: 1-800-222-1222**).

