



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

## Minimum Age Limits

**Purchase recreational cannabis:** 21

**Enter a retail store:** 21

**Enter a medical store:** 21, unless a qualifying patient and enrolled in the Medical Cannabis Registry; patients under 18 must be accompanied by a caregiver



## Possession Limits

**Illinois Residents:**

- 30 g of flower
- 5 g of concentrate
- 500 mg of THC-infused products

**Non-Illinois Residents:**

- 15 g of flower
- 2.5 g of concentrate
- 250 mg of THC-infused products

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

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).

