

### On Licence Quiz

1 – Using column 1, in the table below list, all the people/ entities who are committing an offence for serving alcohol to a person under the age of 18. (Not including the person under 18)

1 – Offenders	2 – Consequences

2 – Using column 2, in the table above, list the corresponding consequences of selling alcohol to a person under 18, for each of the offenders you have previously listed.

3 – What is meant by the term ‘Proxy Sale’?

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4 – If a Premises Licence is reviewed what are the possible outcomes?

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5 – What is the definition of ‘persistently selling’ for an underage sales offence?

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6 – What are the possible consequences for a person who sells alcohol to a person who is drunk?

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7 – What are the possible consequences for a person who allows the production or supply of any controlled drugs to take place in a premises?

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8 – If you commit any relevant licensing offences and end up with a criminal record, what are potential problems this could cause you in the future?

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9 – Explain the Challenge 25 Policy (including what it is; when it is used and why).

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10 – Refer to page \_\_\_\_ of the Guess the Age Quiz Booklet.

(no marks awarded for this part of the question)

a) \_\_\_\_\_ b) \_\_\_\_\_ c) \_\_\_\_\_ d) \_\_\_\_\_ e) \_\_\_\_\_

What would you have done when faced with these customers?

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11 – What other considerations should you draw on to help you assess someone's age?

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12 – When a customer produces a proof of age document, what would be the first thing you do; what would you check and why?

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13 – List the forms of ID your premises is allowed to accept as proof of age.

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14 – What would you do if a customer had no ID; unacceptable ID or was drunk?

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15 – Explain how you would refuse a sale.

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16 – Explain what you would do if a customer gets aggressive.

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17 – What should you do once you've refused a sale on the basis of no ID or being drunk?

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18 – Where should the Refusal/ Challenges Book be located?

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19 – What is one of the first things you should do when you start a shift on the till?

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20 – You are serving a customer who orders a number of alcoholic drinks, what would you do before making the sale?

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21 – The customer referred to in Q20 is accompanied by friends who look under 25 and are not all able to show you ID, what would you do?

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22 – Explain the circumstances when alcohol may be consumed by a 16/17 year old and how it can be supplied.

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23 – List 3 of the Social Responsibilities you should always have in mind when working in the retail of alcohol.

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24 – What signs can help you decide whether a customer is drunk? (Give at least 2 examples)

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25 – What is the recommended daily allowance of alcohol for:

Men \_\_\_\_\_units      Women \_\_\_\_\_units      Under 18s \_\_\_\_\_units

26 – How many units are there in the following drinks?

Pint of lager (5.2% ABV) \_\_\_\_\_units      Glass of wine (175ml) \_\_\_\_\_units

27 – What should you do if you suspect drug use/ supply on your premises?

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28 – Name the Designated Premises Supervisor (DPS) for your premises.

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29 & 30 – Provide the location of the following documents:

Premises Licence .....

Written Authorisation (for you to sell alcohol) .....

Score (out of 30)	Date completed	Staff Signature	Trainer name (Print)	Trainer Signature

Full score is the expected pass mark. A re-sit will be required if not achieved.

**On Licence Quiz**

1 – Offenders	2 – Consequences
<i>The seller</i>	<i>£90 Penalty Notice for Disorder (PND) or £5,000 if case goes to Court. During the pilot period of November 2014 to Nov. '15 this ticket may be replaced with a CR (Community Resolution) or CC (Conditional Caution).</i>
<i>The owner of the business</i>	<i>Fine of up to £5,000.</i>
<i>Business/Premise Licence holder</i>	<i>Licence Review which could result in: additional conditions, suspension or revocation of the licence or removal of the DPS.</i>

3 – *Where an adult (person over 18) purchases alcohol on behalf of an underage person.*

4 – *Additional conditions, suspension of the licence; revocation of the licence; removal of the Designated Premise Supervisor (DPS).*

5 – *A sale on two or more occasions within a three month period.*

6 – *A £90 PND (CR or CC during 12 months from Nov. '14) or a fine of up to £1,000 if it goes to Court.*

7 – *A prison sentence of up to 12 months and/or a fine of up to £2,500.*

8 – *Difficulty in obtaining insurance or a mortgage; harder to get into certain further education courses (particularly healthcare and education courses); harder to adopt children; unlikely to get a job in health, finance, security or legal sectors or within government agencies; restrictions on travel to countries such as the USA, Australia and Canada.*

9 – *Anyone who appears to be under 25 should be asked for ID before being served. Every time you sell alcohol. It reduces the likelihood of mistaking somebody who is under the age restriction as being old enough.*

10 – *Refer to Guess the Age! - Answers.*

11 – *Who they are with; ask a colleague (do not rely on this alone); what drink they are buying & body language.*

12 – *Take the ID off the person, check Date of Birth makes the person over 18 and that the photo matches the customer; check whether ID is genuine (on a Driving Licence surname and codes at the bottom will be raised but not the D.O.B.).*

13 – *UK Photo Driving Licence; Passport; PASS cards (as well as others if applicable to your premises).*

14 – *Refuse the sale.*

15 – *Be polite and professional, stay calm, apologise, de-personalise the situation; transfer the blame, offer a solution; be firm/stand your ground.*

16 – *Use relaxed body language, avoid prolonged eye contact, keep a barrier between you, ask for management support, call the Police.*

17 – *Record the refusal in the Refusal/Challenge Register and let your colleagues know.*

18 – *At the till(s) within easy reach of staff that will be completing it.*

19 – *Check entries in the Refusals/Challenge Register to identify customers who attempted to purchase alcohol earlier when other staff members were on shift, and who may try again now that different staff members are working.*

20 – *Check if there are any under 18s within the larger group; ensure that the order contains enough soft drinks and alcoholic drinks to cover the group (with no more than 1 alcoholic drink for every person over 18); check that the alcoholic drinks have not been passed on to those under 18.*

21 – *Either 1) Take all of the orders separately with no more than one alcoholic drink per person who can provide ID and monitor the group to make sure that the alcohol does not get passed on, or 2) Refuse to serve the entire group.*

22 – *An adult can purchase beer, wine or cider for a 16/17 year old if they are accompanying them and the 16/17 year old is eating a substantial meal at the time. The underage person cannot purchase the alcohol directly.*

23 – *Promote responsible drinking and sensible drinking practices;  
Avoid encouraging or condoning illegal, irresponsible or immoderate drinking;  
Take all precautions against underage sales;  
Avoid any association with violent, aggressive, dangerous, illegal or anti-social behaviour;  
Avoid suggesting that alcohol may enhance social, sexual, physical, mental, financial or sporting performance, or suggesting that not drinking will decrease such performance.*

24 – *Being unsteady on their feet; Slurred speech; Glazed or red eyes; Flushed cheeks; Loudness; Rowdy behaviour; Dropping things; Smell of alcohol on their breath and clothes; Overly emotional.*

25 – Men **3-4** units                      Women **2-3** units                      Under 18s **0** units

26 – Pint of lager (5.2% ABV) **3** units                      Glass of wine (175ml) **2.1** units

27 – *Follow the Drugs Policy that is in place in the premise.*

28 to 30 – Answers to be provided by Management.



**On Licence Quiz**

1 – Who commits an offence for serving alcohol to a person under the age of 18?

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2 – What is the consequence of you selling alcohol to a person under 18?

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3 – What is the term used to describe when an adult buys alcohol for an under 18 and in what circumstance is this not an offence?

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4 – What can happen when a Premises Licence is reviewed?

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5 – What happens if you're caught selling alcohol to under 18s at least twice in 3 months?

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6 – Who can receive a fine of up to £1000 for making/ allowing service to a drunk person?

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7 – Who can receive the £1000 fine for allowing the use/ supply of drugs on the premises?

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8 – How will a criminal record affect your future?

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9 – Explain the Challenge 25 Policy (including what it is; when it is used and why).

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10 – Refer to page \_\_\_\_ of the Guess the Age Quiz Booklet.

(no marks awarded for this part of the question)

a) \_\_\_\_\_ b) \_\_\_\_\_ c) \_\_\_\_\_ d) \_\_\_\_\_ e) \_\_\_\_\_

What policy would you apply to these customers and which ones would you challenge?

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12 – You ask a colleague if you should serve your customer, who has no ID, and they tell you to go ahead. You've just served an underage volunteer working with the Police. Who has committed the offence and what will happen?

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13 – A customer provides their UK photo driving licence as ID. You check the date of birth and photo, what else must you check before making the sale?

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14 – Give two examples of ID you CANNOT accept.

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15 – A drunken customer produces their UK valid passport as ID. What would you do?

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16 – When provided with unacceptable ID, how would you refuse the sale?

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17 – You have just refused a sale and the customer gets aggressive. What can you do?

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18 – You have been provided with acceptable ID and can make the sale. Apart from making the sale what else should you do?

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19 – If your premises operates a Refusal/ Challenges Book where should it be located?

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20 – What should you do if you feel uncomfortable asking for ID?

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21 – You have served alcohol to a person on behalf of a group, which is made up of adults and under 18s, what should you do next?

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22 – The person from Q21 has passed alcohol to a suspected under 18 year old, who is not eating a table meal, what can you do?

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23 – A 16/17 year old is allowed alcohol when eating a table meal. Which alcoholic drinks are they allowed to have and how must it be supplied?

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24 – List 3 of the Social Responsibilities you should always abide by when working in a bar.

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25 – How can you assess whether or not a customer is too drunk to be served?

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26 – What the most common health problems related to alcohol use? (Give at least 4 examples)

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27 – How many units are there in the following drinks?

Pint of cider (3.6% ABV) \_\_\_\_units

Shot of whiskey (35ml)\_\_\_\_units

28 – What signs should you look out for when trying to detect and prevent drug on your premises? (Give at least 3 examples)

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29 – Who is your Designated Premises Supervisor (DPS)?

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30 – Provide the location of the following documents:

Premises Licence .....

Premises Licence Summary .....

Written Authorisation (for you to sell alcohol) .....

DPS contact details .....

(If applicable) Your Personal Licence .....

Score (out of 30)	Date completed	Staff Signature	Trainer name (Print)	Trainer Signature

Full score is the expected pass mark. A re-sit will be required if not achieved.

**On Licence Quiz**

- 1 – *The seller, the owner of the business and the Premise Licence Holder.*
- 2 – *Seller - £90 PND or a fine of up to £5,000 if it goes to Court. During the pilot period of November 2014 to Nov. '15 this ticket may be replaced with a CR (Community Resolution) or CC (Conditional Caution).*  
*Owner of the business – fine of up to £5,000*  
*Premise Licence Holder – Licence Review resulting in additional conditions, suspension or revocation of the licence or removal of the DPS.*
- 3 – *Proxy sale. It is not an offence when an adult purchases beer, wine or cider for a 16/17 year old whom they are accompanying and who is eating a substantial meal at the time.*
- 4 – *Additional conditions can be imposed; the licence can be suspended; the licence can be revoked; the DPS can be removed.*
- 5 – *You can receive a fine of up to £20,000.*
- 6 – *The seller of the alcohol.*
- 7 – *The owner of the business.*
- 8 – *Impacts on insurance; renting; mortgages; education; travel.*
- 9 – *Anyone who appears to be under 25 should be asked for ID before being served. Every time you sell alcohol. It reduces the likelihood of mistaking somebody who is under the age restriction as being old enough.*
- 10 – *Refer to Guess the Age! - Answers.*
- 12 – *It is the seller who commits the offence and who will receive the £90 PND/CR or CC.*
- 13 – *Check that it is not fake or tampered with.*
- 14 – *Any ID not mentioned on the Acceptable ID list for the business. E.g. Student cards; Foreign driving licences; Birth Certificate.*
- 15 – *Refuse the sale. It is an offence to serve a person who is drunk.*
- 16 – *Be polite and professional; Stay calm; Apologise; De-personalise; Transfer the blame; Offer a solution; Be firm/stand your ground; Confiscation of the ID if it is fake.*
- 17 – *Use relaxed body language; Avoid prolonged eye contact; Keep a barrier between you; Ask for management support; Call the Police.*
- 18 – *Record the challenge in the Refusals/Challenges Register.*
- 19 – *By the till(s) within easy reach of the staff who will be completing it.*
- 20 – *Ask your Manager/Business Owner for further training.*
- 21 – *Monitor the group to ensure that those who purchased alcohol do not pass it on to somebody who is under 18.*

22 – Ask for ID from the suspected under 18 year old. If they cannot provide acceptable ID confiscate the drink and record the incident.

23 – An adult can purchase beer, wine or cider for a 16/17 year old if they are accompanying them and the 16/17 year old is eating a substantial meal at the time.

24 – Promote responsible drinking and sensible drinking practices;  
Avoid encouraging or condoning illegal, irresponsible or immoderate drinking;  
Take all precautions against underage sales;  
Avoid any association with violent, aggressive, dangerous, illegal or anti-social behaviour;  
Avoid suggesting that alcohol may enhance social, sexual, physical, mental, financial, or sporting performance, or suggesting that not drinking will decrease such performance.

25 – Some signs of drunkenness are: Being unsteady on their feet; Slurred speech; Glazed or red eyes; Flushed cheeks; Loudness; Rowdy behaviour; Dropping things; Smell of alcohol on their breath and clothes; Overly emotional.

26 – Dehydration – which can cause brain damage and affect long term mental health;  
Increased risk of mouth and throat cancer; Raised blood pressure – which puts undue strain on the heart; Liver cirrhosis; Hepatitis;  
Sexually transmitted infections – because drunk people are more likely to engage in risky sexual behaviour; Wrinkly and saggy skin; Dull, grey skin; Tiredness;  
Rosacea – a skin condition, the symptoms of which are persistent redness, visible blood vessels, red bumps and pus-filled spots;  
Weight gain – because alcohol contains 7 calories per gram but has no nutritional value.

27 – Pint of cider (3.6% ABV) 2 units                      Shot of whiskey (35ml) 1.4 units

28 – General signs of drug use are: Rapid and loud speech; Erratic behaviour and hyperactivity; Sweating; Inability to focus; Incredibly large or small pupils; Sweaty palms and shaking hands; Poor co-ordination; Vomiting and nausea; Sudden change in personality; Paranoia; Grinding teeth; Rashes around the nose and mouth; Drinking large amounts of water.  
Signs that a customer may be dealing drugs are: Frequently going to the car park, garden or toilet; Short, muffled conversations with several different individuals; Trying to stay in the corner to avoid drawing attention to themselves; More than one person going into a toilet cubicle at a time; Keeping hands in pockets.

29 to 30 – Answers to be provided by Management.



**On Licence Quiz**

- 1 – If alcohol is served, to an underage person, who commits the offence? {Tick all that apply}
- a) The Owner of the Business
  - b) The under 18 year old (unless authorised)
  - c) The Premises Licence Holder
  - d) The person who makes the sale
  - e) Anyone working at the time
- 2 – What are the potential consequences for the seller? {Tick all that apply}
- a) Criminal record (and the knock on effects on travel/ career plans).
  - b) £100 PND or up to £10,000 fine.
  - c) Promotion.
  - d) £90 PND/ CR/ CC or up to £5000 fine.
  - e) Job loss.
- 3 – What is meant by a Proxy Sale offence?
- a) When an adult gives alcohol to a 16/ 17 year old eating a table meal.
  - b) When a minor buys alcohol for an adult.
  - c) When an adult buys alcohol and gives it to an underage person to consume.
- 4 – What are the options available at a Licence Review? {Tick all that apply}
- a) DPS removal (potential job loss).
  - b) Up to 6 month suspension (potential 6 month closure of business).
  - c) Revocation (no longer allowed to sell alcohol; leading to closure of business).
  - d) Up to 3 month suspension (potential 3 month closure of business).
  - e) Restrictive conditions attached to the licence.
- 5 – Who commits an offence for selling alcohol to a drunk? {Tick all that apply}
- a) The Business Owner
  - b) All staff working at the time
  - c) The person who makes the sale
  - d) The Premises Licence Holder
- 6 – What should be done if a Section 19 Closure Notice is issued?
- a) The person who receives the notice should tell all staff to stop serving alcohol immediately.
  - b) The Owner, Premise Licence Holder and DPS should stop selling alcohol.
  - c) All customers should be cleared out and the premises should close.
- 7 – What can a criminal record affect? {Tick all that apply}
- a) Insurance
  - b) Holiday destinations
  - c) Study locations
  - d) Career
  - e) Appearance
  - f) Rental agreements
  - g) Friends
  - h) Mortgage/ loan approval
- 8 – What does the Challenge 25 Policy mean?
- a) I have to challenge the age of 25 customers every day.
  - b) I can only serve customers who have ID proving they're over 25.
  - c) People who look under 25 need to provide acceptable ID proving they're 18+.
- 9 – When do you need to use the Challenge 25 Policy?
- a) If a customer looks under 25.
  - b) Every time a customer tries to buy alcohol.
  - c) When I don't like the look of someone.



10 – Refer to page \_\_\_\_ of the Guess the Age Quiz Booklet.

(no marks awarded for this part of the question)

a) \_\_\_\_\_ b) \_\_\_\_\_ c) \_\_\_\_\_ d) \_\_\_\_\_ e) \_\_\_\_\_

Which of the above would you have asked for ID? \_\_\_\_\_

11 – What forms of ID are acceptable to prove someone's age? {Tick all that apply}

- |                                 |                           |
|---------------------------------|---------------------------|
| a) Student Card with photo      | d) UK Valid Passport      |
| b) Birth Certificate            | e) National Identity Card |
| c) UK Photocard Driving Licence | f) PASS Hologram Card     |

12 – Someone shows you their ID, what should you do?

- a) Have a glance at it but as they've shown it to you, it must mean they're over 18.
- b) Take it off them and check the following: Date of Birth & authenticity.
- c) Take it off them and check the following: Date of Birth makes them 18 or over; the photo is them and that the ID is acceptable and genuine.

13 – The customer looks about 21 but can't produce any ID, what do you do?

- a) 21 is older than 18 so you serve them and hope they are old enough.
- b) Refuse the sale because they don't look 25 and have no ID.
- c) You ask a colleague how old they think the customer is and if they say any age over 18 you serve them.

14 – What tactics can you use to help you refuse the sale? {Tick all that apply}

- a) Get verbally abusive with the customer.
- b) Calmly tell them you will not make the sale and be polite but firm.
- c) Ask them for their details and threaten to tell their parents.
- d) Say sorry for not being able to serve them but that the premises operates a Challenge 25 policy that you have to follow.

15 – What should you do once you have refused a sale?

- a) Nothing else to do.
- b) Wave at the person you've just refused as they walk away from the bar.
- c) Record it and tell your colleagues to be on the lookout, in case they try again.

16 – How would you deal with an aggressive customer after you've refused to serve them?

- a) Calmly re-iterate the reasons for the refusal; use open handed gestures and call management or door staff for support if necessary.
- b) Wag your finger in their face as you tell them you still won't serve them.
- c) Give in and sell them the alcohol to calm them down.

17 – What would you do if you were approached by a group of 6 customers who all look under 25 but only one of them ordered the 6 drinks?

- a) Ask them all for ID and serve them individually once the ID is shown.
- b) Serve them, it's nothing to do with you what they do with the alcohol.
- c) Ask for ID from the one customer and then ask them if their friends are over 18.

18 – What indicators help you to assess if someone has drunk too much? {Tick all that apply}

- a) Slurred speech   b) Dancing   c) Stumbling   d) Smiling



- 19 – What should you do if a suspected drunk person tries to buy alcohol?
- a) Refuse the sale and follow the procedure for dealing with drunks.
  - b) Shout at them for being drunk and tell them to go home.
  - c) Ask them how drunk they are and if they say 'tipsy' then you serve them.
- 20 – What long and short term health risks are associated with alcohol abuse? {Tick all that apply}
- a) Fun/adventures
  - b) Liver cirrhosis
  - c) Chatting lots
  - d) Mental health problems
  - e) Having an accident
  - f) Bad complexion
- 21 – You know or suspect that a customer is selling drugs what should you do?
- a) Follow the procedures laid out in the Drugs Policy.
  - b) Leave them to it, it's not hurting anyone.
  - c) Challenge the customer by shouting across telling them to stop selling drugs.
- 22 – What signs can you look out for when spotting drug use? {Tick all that apply}
- a) Unusually large or small pupils.
  - b) Smiling lots.
  - c) Erratic behaviour and hyperactivity.
  - d) Sudden personality changes.
- 23 – Who is the Designated Premise Supervisor (DPS) for your premises?
- .....
- 24 – Where would you find the Premise Licence Summary?
- a) Displayed in the staff room.
  - b) Displayed in the premises, where the public can see it.
  - c) Locked safely away in the office.
- 25 – Where is the full copy of the Premise Licence kept?
- a) Locked away in the Manager's private draw.
  - b) In the office/ staff only area of the premises.
  - c) Displayed in the premises where the public can see it.

Score (out of 25)	Date completed	Staff Signature	Trainer name (Print)	Trainer Signature

Full score is the expected pass mark. A re-sit will be required if not achieved.

**On Licence Quiz**

1 – a, b, c & d

2 – a, d & e

3 – c

4 – a, c, d & e

5 – a, c & d

6 – a

7 – a, b, c, d, f & h

8 – c

9 – b (it must applied to every customer but those who look over 25 will not be asked for ID)

10 – *Refer to Guess the Age! - Answers.*

11 – c, d & f

12 – c

13 – b

14 – b & d

15 – c

16 – a

17 – a

18 – a & c

19 – a

20 – b, d, e & f

21 – a

22 – a, c & d

23 – Management to provide answer

24 – b

25 – b



**On Licence Quiz**

- 1 – Who commits an offence for selling alcohol to a person under 18? {Tick all that apply}
- a) The parent of the underage person.
  - b) The staff who serves.
  - c) All Staff who work at the premises.
  - d) The Business Owner
  - e) The Licence Holder
- 2 – What happens if you (as server) are caught selling alcohol to an under 18? {Tick all that apply}
- a) The Police/ Trading Standards will shout at me.
  - b) I can be fined £90 or given a CR/CC, or prosecuted and fined up to £5000.
  - c) I could lose my job.
  - d) I could receive a fine of up to £1000.
  - e) I could end up with a criminal record and affect my career path or travel plans.
- 3 – If an adult buys alcohol on behalf of an under 18 they are committing an offence. In what circumstances is this not true?
- a) When 14 - 17 year olds are eating a table meal. However, I need to check with my manager to see if they allow this.
  - b) When 16 - 17 year olds are eating a table meal, but I have to check with my manager to see if my place of work allows these underage persons to drink.
  - c) When 16 - 17 year olds are eating a table meal. It doesn't matter if my employer doesn't like allowing this because the law allows it.
- 4 – When an offence is committed in licenced premises the Police and/ or Trading Standards will review the licence. What can happen at review? {Tick all that apply}
- a) More conditions can be added to prevent reoccurrence of the offence.
  - b) The licence can be revoked and could cause the premises to close down; meaning I would lose my job.
  - c) The licence could be suspended for up to 5 months.
  - d) A suspension of up to 3 months could be applied to the licence.
  - e) The DPS is removed from the Licence, so could lose their job as well.
- 5 – What happens if you serve alcohol to a person who is already drunk? {Tick all that apply}
- a) The Owner, Premise Licence Holder, Designated Premises Supervisor (DPS) and I could get prosecuted and fined up to £1000 each.
  - b) My employer and other responsible people will be prosecuted and fined up to £5000.
  - c) I could be responsible for causing harm to the person, if they have an accident after drinking the alcohol I served them.
- 6 – You are told that your premises has been issued with a Section 19 Closure Notice. What happens if you continue to serve alcohol? {Tick all that apply}
- a) I could be prosecuted which could result in a prison sentence of up to 6 months and/or a fine of up to £20,000.
  - b) The Owner, Premise Licence Holder and DPS may be prosecuted (as per above).
  - c) I can't be prosecuted but I may face a disciplinary or lose my job.
- 7 – If you get a criminal record what is it likely to affect? {Tick all that apply}
- a) My appearance
  - b) My friends
  - c) My job prospects
  - d) My education
  - e) My insurance
  - f) My diet
  - g) My travel plans
  - h) My chances of getting a mortgage/ loan or renting

8 – When should you use the Challenge 25 Policy and what does it mean?

- a) Every time I serve alcohol/ I have to ask customers, who look under 25, for ID.
- b) If a person looks under 25/ I can't serve them if they look under 25.
- c) When I remember/ if the customer looks under 25 they need to show ID.

9 – Why do you need to use the Challenge 25 Policy?

- a) It is used by other businesses.
- b) To make it difficult for people who look under 25 to obtain alcohol.
- c) It helps me to assess people's ages and stay compliant with the law.

10 – Refer to page \_\_\_\_ of the Guess the Age Quiz Booklet.

(no marks awarded for this part of the question)

- a) \_\_\_\_\_ b) \_\_\_\_\_ c) \_\_\_\_\_ d) \_\_\_\_\_ e) \_\_\_\_\_

Which of the above would you have asked for ID? \_\_\_\_\_

11 – What forms of ID are acceptable to prove someone's age? {Tick all that apply}

- a) UK Valid Passport
- b) PASS Hologram Card
- c) European Driving Licence
- d) NUS Card
- e) UK Photocard Driving Licence
- f) Birth Certificate

12 – The customer looks about 23 and doesn't have any ID, what do you do?

- a) Apologise but still refuse the sale because they don't look 25 and have no ID.
- b) They look over 18 so you serve them and hope they are old enough.
- c) You ask the customer's friend how old the customer is and if they say any age over 18 you will serve them.

13 – How should you refuse the sale? {Tick all that apply}

- a) Shout at the person and tell them to leave your premises right now.
- b) Stay calm and be polite but firm.
- c) Apologise and transfer the blame.
- d) Ask them for their name and address so you can ring their parents to tell them off.

14 – When you refuse a sale what should you do next?

- a) Record it and inform your colleagues to be on the lookout, in case they try again.
- b) Laugh at the person you've just refused as they walk away from the bar.
- c) Nothing. You've made the refusal and prevented a potential illegal sale.

15 – What should you do if someone gets aggressive when you refuse to serve them?

- a) Give them the alcohol to calm them down.
- b) Put your hands on your hips, keep the bar between you and shout back at them.
- c) Remain calm & behind the bar; use open handed gestures and call for support.

16 – What would you do if you were approached by a group of customers who all look under 25 and only two of them ordered the drinks and showed their ID?

- a) Refuse the sale but when they plead with you, serve them anyway.
- b) Serve them, it's nothing to do with you what they do with the alcohol.
- c) Refuse the sale and advise the customer that it is an offence to supply alcohol to persons under 18 and they could get a fine of up £5000.

17 – What signs should you look out for when trying to assess whether or not someone has drunk too much alcohol? {Tick all that apply}

- a) Slurred speech    b) Stumbling    c) Dancing    d) Dropping things

18 – What should you do if a person you suspect to be drunk tries to buy alcohol?

- a) Shout at them for being drunk and tell them they won't get served here!!  
b) Refuse to serve them and follow the procedure for dealing with drunks.  
c) Ask them if they are drunk and if they say no then you go ahead and serve them.

19 – What ABV does a drink need to be above to be classed as alcohol?

- a) 2%  
b) 1.5%  
c) 0.5%

20 – What are the health risks associated with drinking too much alcohol (long and short term)? {Tick all that apply}

- a) Liver cirrhosis    b) Having too much fun    c) Mental health issues  
d) Talking too much    e) Having an accident    f) Aging/ bad skin

21 – You know or suspect that a customer is selling drugs in your premises but you decide not to challenge them and let the activity continue. What are you risking? {Tick all that apply}

- a) Nothing, it's not affecting you.  
b) Violence to you and other customers due to the inevitable use of the drugs.  
c) 12 months in prison and/ or a fine of up to £2500.

22 – Who is the Designated Premise Supervisor (DPS) for your premises?

.....

23 – Where would you find the Premise Licence Summary?

- a) In the safe, in the office.  
b) In the licensing file in a staff room.  
c) In the bar area, displayed where the public can see it.

24 – Where would you find a full copy of the Premise Licence?

- a) In the office/ staff only area of the premises.  
b) Locked away where only the Manager has access.  
c) In the bar area, displayed where the public can see it.

25 – Where would you find your written authorisation to sell alcohol?

- a) In the office/ staff only area of the premises.  
b) Locked away where only the Manager has access.  
c) In the bar area, displayed where the public can see it.

Score (out of 25)	Date completed	Staff Signature	Trainer name (Print)	Trainer Signature

Full score is the expected pass mark. A re-sit will be required if not achieved.

**On Licence Quiz**

1 – b, d & e

2 – b, c & e

3 – b

4 – a, b, d & e

5 – a & c

6 – a & b

7 – c, d, e, g & h

8 – a

9 – c

10 – *Refer to Guess the Age! - Answers.*

11 – a, b & e

12 – a

13 – b & c

14 – a

15 – c

16 – c

17 – a, b & d

18 – b

19 – c

20 – a, c, e & f

21 – b & c

22 – Management to supply answer

23 – c

24 – b

25 – a





**On Licence Quiz**

***This quiz requires you to complete the blanks in the statements that follow.***

1 – It is an offence under the ..... Act ..... to serve alcohol to a person under the age of 18.

2 – As the seller (employee) you could receive the following, for selling alcohol to a person under 18; .....

Then, the owner could face .....

3 – A 'Proxy Sale' is where an ..... purchases alcohol on behalf of an ..... which is an offence unless, the person is aged ..... or ..... and .....

4 – The possible consequences of a Premises Licence Review includes: the addition of conditions; removal of the DPS; suspension of the licence for ..... months; or a ..... of the licence.

5 – Persistently selling alcohol to under 18s occurs when a sale is made on at least ..... occasions in ..... months.

6 – If you sell alcohol to a drunk person you are liable to a fine of up to £.....

7 – If you allow the use/ supply of drugs on the premises you could face a fine of up to £..... or ..... months in prison.

8 – If you get a criminal record it could affect your future ..... prospects, as well as affect your ability to ..... to certain countries.

9 – Challenge 25 policy means that you should ..... This policy should be applied ..... because it helps you to prevent .....

10 – Refer to page \_\_\_\_ of the Guess the Age Quiz Booklet.  
(no marks awarded for this part of the question)

a) \_\_\_\_\_ b) \_\_\_\_\_ c) \_\_\_\_\_ d) \_\_\_\_\_ e) \_\_\_\_\_

You would implement Challenge 25 for ..... of the above if they tried to buy alcohol in your premise.

Staff Name (Print): \_\_\_\_\_

11 – This premises accepts the following ID: .....

.....

12 – A drunken customer attempts to buy alcohol. You ..... the sale; .....  
it in the .....register and follow your premises' ..... policy.

13 – If a customer gets aggressive, after you refuse the sale, you need to .....  
..... and use ..... Also, ensure  
you keep a ..... at all times. If problems persist call for  
assistance from a ..... and call the ..... if needed.

14 – Your premises employs door staff. A customer, who looks under the age of 25,  
approaches the bar; you .....

15 – A 16/17 year old is allowed alcohol when .....  
However, they are only allowed the following alcoholic drinks: .....; .....; or  
..... and it must be purchased by .....

16 – You suspect a customer is dealing/ using drugs in your premises. You should follow  
your premises' .....in order to deal with the issue.

17 – DPS stands for .....  
and ..... holds this position at this premises.

18 – The Premises Licence is stored .....

19 – The Premises Licence Summary is .....

20 – The Written Authorisation is found .....

Score (out of 20)	Date completed	Staff Signature	Trainer name (Print)	Trainer Signature

Full score is the expected pass mark. A re-sit will be required if not achieved.

**On Licence Quiz**

- 1 – It is an offence under the Licensing Act 2003 to serve alcohol to a person under the age of 18.
- 2 – As the seller (employee) you could receive the following, for selling alcohol to a person under 18; a £90 PND or Community Resolution (CR) or Conditional Caution (CC). Then, the owner could face prosecution or a premises licence review (conditions/ suspension/ revocation).
- 3 – A 'Proxy Sale' is where an adult purchases alcohol on behalf of an under 18/ child which is an offence unless, the person is aged 16 or 17 and is eating a table meal.
- 4 – The possible consequences of a Premises Licence Review includes: the addition of conditions; removal of the DPS; suspension of the licence for 3 months; or a revocation of the licence.
- 5 – Persistently selling alcohol to under 18s occurs when a sale is made on at least two occasions in three months.
- 6 – If you sell alcohol to a drunk person you are liable to a fine of up to £1000.
- 7 – If you allow the use/ supply of drugs on the premises you could face a fine of up to £2500 or 6 months in prison.
- 8 – If you get a criminal record it could affect your future job prospects, as well as affect your ability to travel to certain countries.
- 9 – Challenge 25 policy means that you should ask anyone who looks under 25 for ID. This policy should be applied every time alcohol is served because it helps you to prevent underage sales.
- 10 – *Refer to Guess the Age! - Answers.* You would implement Challenge 25 for all of the above if they tried to buy alcohol in your premise.
- 11 – This premises accepts the following ID: Passport; UK Photo Driving Licence & PASS Cards (plus any other ID approved by your premises).
- 12 – A drunken customer attempts to buy alcohol. You refuse the sale; record it in the Refusals/ Challenges register and follow your premises' Dealing with Drunks policy.
- 13 – If a customer gets aggressive, after you refuse the sale, you need to avoid prolonged eye contact and use relaxed body language. Also, ensure you keep a barrier between you at all times. If problems persist call for assistance from a colleague/ management and call the Police if needed.
- 14 – Your premises employs door staff. A customer, who looks under the age of 25, approaches the bar; you still ask for ID (before making or refusing a sale).
- 15 – A 16/17 year old is allowed alcohol when eating a table meal. However, they are only allowed the following alcoholic drinks: beer, wine; or cider and it must be purchased by an adult/ over 18.
- 16 – You suspect a customer is dealing/ using drugs in your premises. You should follow your premises' Drugs Policy in order to deal with the issue.
- 17 – DPS stands for Designated Premises Supervisor and name of your DPS holds this position at this premises.
- 18 – The Premises Licence is stored in a staff area (management to specify location).
- 19 – The Premises Licence Summary is displayed in a public area (management to specify location).
- 20 – The Written Authorisation is found management to answer.



### On Licence Quiz

#### True or False?

- 1 – If you sell alcohol to a person under 18 you could face a fine/ CR/ CC.    T / F
- 2 – A 'Proxy Sale' is where an under 18 purchases alcohol for an adult.    T / F
- 3 – A Premise Licence Review could lead to the Licence being revoked.    T / F
- 4 – There is no fine for selling alcohol to a drunk person.    T / F
- 5 – You could get 12 months in prison and/or a £2500 fine for allowing the use or supply of drugs on the premises.    T / F
- 6 – Challenge 25 means nobody under the age of 25 can buy alcohol.    T / F
- 7 – A customer provides their UK photo driving licence as ID. The date of birth makes them over 18 but you don't think that they are the person in the photo. You should refuse the sale.    T / F
- 8 – Student cards are not an acceptable form of ID.    T / F
- 9 – A customer produces ID that is not accepted at your premise. The ID has a date of birth and a photo on it so you can make the sale anyway.    T / F
- 10 – It is ok to serve a drunk customer because at least then you can control how much more alcohol they are drinking?    T / F
- 11 – If a customer becomes verbally abusive after you refuse to serve them it is ok for you to be verbally abusive in return.    T / F
- 12 – The Refusals/Challenges Book should be locked away.    T / F
- 13 – If a customer looks under the age of 25 you should ask for ID, even if door staff have already checked ID at the premise entrance.    T / F
- 14 – A 16/17 year old can drink a spirit and mixer if purchased by somebody over the age of 18 and served with a substantial meal.    T / F
- 15 – Stumbling and dropping things are not signs that a customer is drunk.    T / F

Score (out of 15)	Date completed	Staff Signature	Trainer name (Print)	Trainer Signature

Full score is the expected pass mark. A re-sit will be required if not achieved.

**On Licence Quiz****True or False?**

- 1 – True
- 2 – False
- 3 – True
- 4 – False
- 5 – True
- 6 – False
- 7 – True
- 8 – True
- 9 – False
- 10 – False
- 11 – False
- 12 – False
- 13 – True
- 14 – False
- 15 – False