

**Age Restricted Sales Quiz**

1 – What products does this store sell that are age restricted? And what are the age restrictions for each of these products?

<b>Age Restricted Product</b>	<b>Age Restriction</b>

2 – What other age restrictions has your store imposed in order to be a responsible retailer and on which products?

<b>Product with self imposed Age Restriction</b>	<b>Age Restriction</b>

3 – Explain the Challenge 25 Policy.

.....  
.....

4 – Explain when you should use the Challenge 25 Policy.

.....  
.....

5 – Explain why you need to use the Challenge 25 Policy.

.....  
.....

6 – Name the acceptable forms of ID (as recommended by Trading Standards).

.....

.....

7 – Explain what you should do if the customer doesn't have any ID or produces an unacceptable form of ID

.....

8 – Explain how you would refuse a sale.

.....

9 – Once you refuse a sale what should you do next?

.....

10 – Explain what you would do if a person you suspect to be drunk tried to buy alcohol.

.....

11 – Explain what you should do when a customer is aggressive.

.....

12 – Who should you talk to if you feel uncomfortable asking customers for ID and making refusals?

.....

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

.....

14 – Where should the Refusals Book be located?

.....

15 – Who commits an offence for selling alcohol to a person under 18?

.....  
16 – If you (as a staff member) serve alcohol to an under 18 and are caught by Trading Standards and/ or the Police what action can be taken against you?  
.....  
.....

.....  
17 – Explain your company’s policy for staff who fail a test purchase by Trading Standards/ Police.  
.....  
.....

.....  
18 – Name the Designated Premise Supervisor (DPS) for this store  
.....  
.....

.....  
19 – Provide the location of the Premise Licence Summary.  
.....  
.....

.....  
20 – Provide the location of a full copy of the Premise Licence.  
.....  
.....

.....  
21 – Where would you find your written authorisation to sell alcohol and who should issue this?  
.....  
.....

.....  
22 – Alcohol needs to be above a certain ABV (%) to be covered by the legislation; what is this ABV?  
.....  
.....

.....  
23 – You suspect an adult is buying alcohol to pass onto Under 18s (a proxy sale), what would you do?  
.....  
.....

24 – How much is the fine for an adult who buys alcohol on behalf of an under 18?

.....  
 .....

25 – Explain what you would do if a customer asks to buy just two single cigarettes.

.....  
 .....

26 – What does the Statutory Tobacco Notice say?

.....  
 .....

27 – Give the location of the Statutory Tobacco Notice.

.....  
 .....

**The following questions only apply if your store sells fireworks.**

28 – What is the age restriction for fireworks (including sparklers)?

.....

29 – What do the Statutory Firework Notices say?

.....

30 – Give the particular times of year can your store actually sell fireworks.

.....  
 .....

Score (out of 27 or 30)	Date	Staff name (Print)	Staff Signature	Trainer Signature

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

**Age Restricted Sales Quiz**

1 – What products does this store sell that are age restricted? And what are the age restrictions for each of these products?

<b>Age Restricted Product</b>	<b>Age Restriction</b>

2 – What other age restrictions has your store imposed in order to be a responsible retailer and on which products?

<b>Product with self imposed Age Restriction</b>	<b>Age Restriction</b>

3 – What does the Challenge 25 Policy mean?

- a) This premise sells products that are age restricted to 25.
- b) If a person looks under 25 they must be asked for ID and if they prove they are over 18 you can serve them.
- c) You must make 25 challenges for ID everyday.

4 – When should you use the Challenge 25 Policy?

- a) When the customer attempts to purchase a product restricted to 25.
- b) When a customer attempts to purchase alcohol.
- c) When a customer attempts to purchase any products that carry an age restriction.

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

- a) Because it is used by supermarkets and other businesses.
- b) Because we want to make alcohol difficult to obtain.
- c) Because it helps me to assess people ages and stay compliant with the law.

6 – What forms of ID are acceptable to prove someone’s age (recommended by Trading Standards)? {Tick all that apply}

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

7 – What should you do if the customer doesn’t have any ID or produces an unacceptable form of ID?

- a) Tell them that you’ll let them off on this occasion, but to bring it next time.
- b) Ask a colleague what age they think the person is and if they say over 18 make the sale.
- c) Refuse the sale as this store operates a strict No ID No Sale Policy.

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

- a) Shout at the person and tell them should know better.
- b) Stay calm and be polite
- c) Apologise and transfer the blame
- d) Ask them for their name and address so you can ring their parents to tell them off.

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

- a) Put an entry into the store’s refusals book.
- b) Laugh at the person you’ve just refused as they walk out the door.
- c) Shout about the refusals to all staff and customers.

10 – 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) Politely refuse to serve them and note it in the Refusals Book.
- c) Push them out of the shop.

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

- a) Cry and give them the alcohol anyway.
- b) Shout back at them and then cover your ears and hum so you can’t hear them.
- c) Stay calm, use open handed gestures, keep the till between you and call for help from a manager, or if you work alone a Police Officer.

12 – What do you do if you feel uncomfortable asking customers for ID and making refusals?

- a) Just serve everyone; young people don’t try to buy products they shouldn’t.
- b) Panic each time a restricted product is brought to your till and excuse yourself for a toilet break so someone else has to deal with it.
- c) Tell the Manager/ Business Owner so they provide you with more training.

13 – When you start a shift on the till what should you do first?

- a) Log on and serve customers.
- b) Check what refusals have been made that day so you can be prepared if they try again.
- c) Catch up on the gossip with your colleagues.

14 – Where will you find the Refusals Book?

- a) Behind the Counter within reach of the till.
- b) In the back office.
- c) At the home of the boss.

15 – Who commits an offence for selling alcohol to a person under 18? {Tick all that apply}

- a) The young person (unless authorised by Trading Standards/ Police).
- b) The actual seller.
- c) All Staff who work at the store.
- d) The Business Owner
- e) The Designated Premise Supervisor (DPS)
- f) The Licence Holder

16 – What happens if you (as a staff member) serve alcohol to an under 18 and are caught by Trading Standards and/ or the Police? {Tick all that apply}

- a) They will shout at you.
- b) You can be issued with an £90 Penalty Notice for Disorder or prosecuted and fined up to £5000.
- c) Lose my job.
- d) I can lose my Personal Licence (if I have one).

17 – If you have failed a test purchase by Trading Standards/ Police what action will your employer take? {This is dependent on your own company policies}

.....

18 – Who is the Designated Premise Supervisor (DPS) for this store?

.....

19 – Where would you find the Premise Licence Summary displayed in store?

.....

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

.....

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

.....

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

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

23 – What would you do if you suspected that a person (over 18) you were serving was going to pass the alcohol onto Under 18s?

- a) Tut at them but still serve them.
- b) Serve them, it's nothing to do with you what they do with the alcohol as they leave the store.
- c) Refuse the sale and advise the customer that it is an offence to supply alcohol to persons under 18. This is called a Proxy Sale.



24 – If an adult buys alcohol on behalf of an under 18 what are the potential fines associated with that offence? {Tick all that apply}

- a) £90 on the spot fine called a Penalty Notice for Disorder (PND)
- b) £60 PND
- c) Up to £5000 if taken to court

25 – A customer asks to buy just two single cigarettes what do you do?

- a) Open a pre-packaged box of cigarettes and serve them with 2 single cigarettes for 50 pence each.
- b) Tell them your store doesn't sell them.
- c) Refuse the sale because it is illegal to split pre-packed units of tobacco, but explain they can purchase a pack of 10 instead.

26 – What are the words on the Statutory Tobacco Notice?

- a) You will be asked for ID if you try to buy Tobacco and look under 25.
- b) Under 18s cannot buy Tobacco.
- c) It is illegal to sell tobacco products to anyone under the age of 18.

27 – Where should the Statutory Tobacco Notice be displayed?

- a) In the staff room.
- b) By the till and it doesn't matter if products obscure it so customers can't read it.
- c) At the point of sale of Tobacco, clearly visible so customers can read it.

**The following questions only apply if your store sells fireworks.**

28 – How old does the customer have to be to buy fireworks?

.....

29 – How old does the customer have to be to buy sparklers?

.....

30 – What times of year can your store actually sell fireworks?

.....

.....

Score (out of 27 or 30)	Date	Staff name (Print)	Staff Signature	Trainer Signature

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



**Age Restricted Sales Quiz**

1 –Age Restricted Product	Age Restriction	Age Restricted Product	Age Restriction
<i>Alcohol</i>	<b>18</b>	<i>Knives &amp; Blades</i>	<b>18</b>
<i>Butane</i>	<b>18</b>	<i>Petrol</i>	<b>16</b>
<i>Volatile Substances</i>	<b>18</b>	<i>National Lottery</i>	<b>18</b>
<i>Fireworks</i>	<b>18</b>	<i>Videos/ DVDs</i>	<b>12, 15, 18</b>
<i>Tobacco</i>	<b>18</b>	<i>Video games</i>	<b>12, 16, 18</b>
<i>Spray Paints</i>	<b>16</b>	<i>BB Guns</i>	<b>18</b>
<i>Party Poppers</i>	<b>16</b>		

2 –Product with self imposed Age Restriction	Age Restriction
<i>Energy Drinks</i>	<b>16</b>
<i>Caffeine Supplements</i>	<b>16</b>

- 3 – *If a person doesn't look 25 they should be asked to provide ID; if they can provide acceptable ID I can serve them.*
- 4 – *When a customer tries to buy an age restricted product.*
- 5 – *To help me gauge people ages appropriately and not serve underage persons. It is there to help me as well as prevent underage sales occurring.*
- 6 – *Valid Passport; UK Photo Driving Licence and PASS Hologram Cards.*
- 7 – *I would refuse to serve the customer with the age restricted product.*
- 8 – *I would politely explain that they do not appear over 25, (the store's policy) and they haven't provided acceptable ID. I would apologise and transfer the blame because it is the law not to serve an age restricted product to a person below the legal age.*
- 9 – *I would log it in the Refusals/ Challenge Register.*
- 10 – *Refuse the sale.*
- 11 – *Stay calm, use open handed gestures; keep the counter between myself and the customer; call for assistance from a senior member of staff or the Police if needs be.*
- 12 – *My Manager*
- 13 – *Check the entries in the Refusals/ Challenge Register.*
- 14 – *Behind the counter by the till(s)*
- 15 – *The buyer; the serving staff; the Premise Licence Holder & the Business Owner.*
- 16 – *I could receive a £90 (NOTE £80 changed to £90 in August 2013) on the spot fine, and maybe lose my job.*
- 17 – *The procedure for a failed test purchase is (Owner to complete).....*
- 18 – *The DPS is (Owner to complete) .....*
- 19 – *The Licence Summary is displayed (Owner to complete) .....*
- 20 – *The Licence is kept (Owner to complete) .....*
- 21 – *The DPS (Owner to complete location) .....*
- 22 – *Above 0.5% ABV.*
- 23 – *Refuse to serve the product and then log it in the Refusals/ Challenge Register.*
- 24 – *£90 (NOTE £80 changed to £90 in August 2013) or up to £5000 at court.*
- 25 – *Refuse to serve them because it is against the law to break up pre-packaged units of cigarettes.*
- 26 – *It is illegal to sell Tobacco products to anyone under the age of 18.*
- 27 – *At the point of sale for tobacco – either on the tobacco kiosk or next to it.*
- 28 – **18**
- 29 – *It is illegal to sell category F2 fireworks or Category F3 fireworks to anyone under the age of 18; It is illegal for anyone under the age of 18 to possess category F2 fireworks or Category F3 fireworks in a public place.*
- 30 – *Between 15<sup>th</sup> October to 10<sup>th</sup> November; 3 day up to and including Diwali; 3 days up to and including New Year; & 3 days up to and including Chinese New Year.*

\*\*\*\*\*

**PLEASE NOTE:**

In order to pass this test staff must achieve full marks. A discussion with the staff member about the points they failed on will need to take place, if this is not achieved, and then a re-sit will be required.



**Age Restricted Sales Quiz**

1 Age Restricted Product	Age Restriction
<i>Alcohol</i>	<b>18</b>
<i>Butane</i>	<b>18</b>
<i>Volatile Substances</i>	<b>18</b>
<i>Fireworks</i>	<b>18</b>
<i>Tobacco</i>	<b>18</b>
<i>Spray Paints</i>	<b>16</b>
<i>Knives &amp; Blades</i>	<b>18</b>
<i>Petrol</i>	<b>16</b>
<i>National Lottery</i>	<b>18</b>
<i>Videos/ DVDs</i>	<b>12, 15, 18</b>
<i>Video games</i>	<b>12, 16, 18</b>
<i>BB Guns</i>	<b>18</b>
<i>Party Poppers</i>	<b>16</b>

2 Product with self imposed Age Restriction	Age Restriction
<i>Energy Drinks</i>	<b>16</b>
<i>Caffeine Supplements</i>	<b>16</b>

3 – (b) 4 – (c) 5 – (c) 6 – (a) (e) (f) 7 – (c) 8 – (b) (c) 9 – (a) 10 – (b). 11 – (c) 12 – (c) 13 – (b)  
14 – (a). 15 – (a) (b) (d) (e) (f) 16 – (b) NOTE £80 changed to £90 in August 2013 (c) (d)

17 – Company policies for a failed test purchase (Owner to complete) .....

18 – Designated Premise Supervisor (DPS) (Owner to complete) .....

19 – Location of Premise Licence Summary (Owner to complete; should be in the store and visible to customers)  
.....

20 – Location of Premise Licence (Owner to complete) .....

21 – Location of written authorisation to sell alcohol? (Owner to complete) .....

22 – (c) 23 – (c) 24 – (a) NOTE £80 changed to £90 in August 2013 (c) 25 – (c) 26 – (c) 27 – (c) 28 – 18  
29 – 18

30 – ***Between 15<sup>th</sup> October to 10<sup>th</sup> November; 3 days up to and including Diwali; 3 days up to and including New Year; & 3 days up to and including Chinese New Year.***

\*\*\*\*\*

**PLEASE NOTE:**

**In order to pass this test staff must achieve full marks. A discussion with the staff member about the points they failed on will need to take place, if this is not achieved, and then a re-sit will be required.**

