Name: Date:

1. Whose ID should you check?

A. Only ID of patrons who look younger than 21

B. Only ID of patrons who look younger than 30

C. Everyone’s ID

1. *Check all that apply*. Acceptable ID includes \_\_\_\_\_.

A. A passport

B. An insurance card

C. A drivers license

D. An armed forces photo ID

1. *Check all that apply.* What is the correct course of action if you suspect a fake ID?

A. Call the police

B. Ask for a second piece of ID

C. Immediately escort the person from the premises

D. Accuse the person of lying and check for a guilty reaction

E. Ask the person to repeat a detail from the card from memory

1. In many states, noncompliance with liquor laws, such as knowingly serving to a minor or a legally intoxicated person, could result in fines, community service, or jail time.

A. True

B. False

1. Why is it important to suggest food options in addition to drinks?

A. Food reduces the duration of intoxication.

B. Food slows the body’s absorption of alcohol.

C. Food prevents the patron from becoming intoxicated.

1. If you believe a patron is intoxicated based on their behavior but the patron assures you that he or she has a ride home, what should you do?

A. You must still serve the patron.

B. You must use your judgement about whether or not to believe and serve the patron.

C. Always refuse service to that patron.

1. If you see a visibly drunk person attempt to drive home, call the police and take note of the license plate.

A. True

B. False

1. Sexual or violent imagery should be prohibited from music and decorations in your establishment.

A. True

B. False

1. When dealing with a group, which is the best strategy for maintaining order?

A. Identify the leader and ask him or her for help maintaining order.

B. Identify the troublemaker and scare him or her into behaving.

**10)** *Check all that apply.* What steps should be taken for restrooms to promote a good environment?

A. Prevent loitering.

B. Keep watch on entering patrons, with the intention of spotting drugs or paraphernalia.

C. Maintain restroom cleanliness.

**11)** *Check all that apply.* In which areas is it especially important to clear congestion?

A. Stairs

B. Restrooms

C. The bar

D. The dance floor

E. Walkways

F. Doors

**12)** You can only refuse service to a minor or someone who appears legally intoxicated.

A. True

B. False

**13)** Which type of statement is considered most effective for de-escalating a conflict?

A. An “I-statement”

B. A “you-statement”

**14)** When patrons are aggressive, be more aggressive back in order to establish authority.

A. True

B. False

**15)** For maximum visibility, keep your high beams on when driving in snow or fog.

A. True

B. False

**16)** *Check all that apply*. Which are examples of assertive body language?

A. Steady eye contact

B. Pointing

C. Slouching

D. Jutting your chin out

**17)** If the person will not stop the behavior or leave, what should you do?

A. Bargain with them.

B. Continue to request that they leave.

C. Take action, such as leading them toward the exit or contacting police.

D. Threaten them with violence.

**Answer Key**

1. C

2. A, C & D

3. B & E

4. A

5. B

6. C

7. A

8. A

9. A

10. A, B & C

11. A, B, C, E & F

12. B

13. A

14. B

15. A

16. B

17. C