



## Techniques for Effective Alcohol Management

### Participant Level Two Certification Exam

1. **Employees can use Signs of Impairment to:**
  - A. Identify a guest's personality
  - B. Inform guests about the right way to behave while in the facility
  - C. Assess levels of impairment in guests due to alcohol consumption
  - D. Determine how quickly a guest is absorbing alcohol
  
2. **A guest who is unable to sit up in their seat is showing the following Sign of Impairment:**
  - A. Lowered Inhibitions
  - B. Poor Judgment
  - C. Slowed Reactions
  - D. Poor Coordination
  - E. High Tolerance
  
3. **Which of the following statements is usually true?**
  - A. The more alcohol consumed, the fewer Signs of Impairment can be seen
  - B. The more alcohol consumed, the more Signs of Impairment can be seen
  - C. There is no correlation between alcohol consumption and Signs of Impairment
  - D. Signs of Impairment can always be seen whenever any alcohol is consumed
  
4. **A guest with high tolerance can still be legally intoxicated even if an employee sees no visible Signs of Impairment.**
  - A. True
  - B. False
  
5. **Tolerance has the following effect on intoxication:**
  - A. High tolerance causes intoxication faster
  - B. High tolerance causes intoxication slower
  - C. Tolerance has no effect on intoxication
  - D. Low tolerance causes intoxication faster
  - E. Low tolerance causes intoxication slower
  
6. **Absorption Rate Factors help an employee understand:**
  - A. Different things about guests that affect the absorption rate of alcohol
  - B. How alcohol is absorbed without being consumed
  - C. The best approach to take when approaching an underage guest attempting to consume alcohol
  - D. What behaviors to look for to assess levels of impairment in guests
  
7. **Which of the following is not an Absorption Rate Factor?**
  - A. The speed at which a guest is drinking alcohol
  - B. The current temperature that day
  - C. The amount of food a guest consumes
  - D. Whether a guest is male or female
  - E. The age of the guest
  
8. **Absorption Rate Factors influence how quickly a guest's BAC may rise.**
  - A. True
  - B. False



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9. **Which type of alcohol will not usually cause intoxication when guests consume it?**
- A. Beer
  - B. Wine
  - C. Champagne
  - D. Liquor
  - E. None- all types of alcohol can cause intoxication
10. **Which of the following statements is most accurate?**
- A. Alcohol affects every guest exactly the same every time they consume it
  - B. Alcohol affects every guest differently every time they consume it
  - C. Alcohol affects guests differently depending on the type of drink (beer, wine, hard liquor) they consume
  - D. Alcohol affects everyone exactly the same
11. **What is the legal expectation for employees with regard to alcohol service in the facility?**
- A. Prevent as much alcohol consumption as possible
  - B. Make a Reasonable Effort to prevent alcohol-related problems
  - C. Only intervene if the employee works in an area that provides guests with alcohol
  - D. There is no legal expectation for employees
12. **An underage guest may consume alcohol as long as a guest who is at least 21 years old purchases it.**
- A. True
  - B. False
13. **Servers/Sellers can be held liable under Dram Shop Liability laws and all employees can be held liable under Common Negligence laws.**
- A. True
  - B. False
14. **Employees can only be held liable for alcohol-related incidents if they actually poured the alcohol.**
- A. True
  - B. False
15. **Which of the following would NOT be considered a Reasonable Effort by an employee?**
- A. Removing an alcohol beverage from an impaired guest
  - B. Calling Security when an underage guest attempts to obtain alcohol
  - C. Documenting an alcohol-related incident in the facility
  - D. Refusing to allow a guest to purchase more alcohol due to intoxication
  - E. Allowing an underage friend of the employee to consume alcohol at the facility
16. **Documentation of alcohol-related incidents helps employees and facilities because:**
- A. Documentation of an incident guarantees that the facility and employee cannot be sued
  - B. Without documentation, the facility and employees involved are automatically found guilty of any charges
  - C. Documentation provides records of profits from alcohol sales to justify a liquor license
  - D. Documentation helps the facility and management track trends in alcohol-related problems and make the necessary policy changes
  - E. Documentation gives employees an opportunity to make-up reasonable efforts that were used if a legal problem arises



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17. **Which of the following are important pieces of information to include on an Incident Report Form?**
- A. Names of guests and employees involved
  - B. Date, time and location of incident
  - C. Reasonable efforts made to prevent the problem or incident
  - D. List of any witnesses to the incident
  - E. All of the above
18. **All of the following are examples of appropriate responses for employees to use with guests except:**
- A. Inform the guest that he or she is intoxicated and will automatically be ejected from the facility
  - B. Ask other members of the guest's party to assist in keeping the guest safe and prevent any further alcohol consumption
  - C. Approach the guest with a pleasant, positive attitude at all times
  - D. Suggest a non-alcohol beverage or food for an impaired guest
  - E. Initiate a conversation with an underage guest attempting to obtain alcohol to explain the policy of the facility and the state law
19. **It is the guest's responsibility to monitor their own alcohol consumption; employees are not responsible for ensuring responsible alcohol use at the facility.**
- A. True
  - B. False
20. **All employees have a vested interest in helping the facility manage alcohol service because:**
- A. It will create a safer environment for guests and employees
  - B. If the facility loses its liquor license, many employees may lose their jobs
  - C. A reputation for drunken guests and irresponsible alcohol consumption can hurt business for the facility and therefore income for the employees
  - D. Legally, an employee who could have prevented an alcohol-related incident and didn't can be found legally liable along with the facility
  - E. All of the above
21. **Guests can speed up the rate at which their bodies eliminate alcohol by consuming 64 ounces of water in 30 minutes.**
- A. True
  - B. False
22. **A 150 pound man drinking four drinks on an empty stomach over one hour would probably have a BAC of:**
- A. .05
  - B. .10
  - C. .15
  - D. .20
  - E. .30
23. **The drink equivalency used in the program to illustrate that different types of alcohol contain the same amount of pure alcohol is:**
- A. 1 oz. 80 proof spirits = 5 oz. wine = 12 oz. beer
  - B. 1.25 oz. 100 proof spirits = 6 oz. wine = 12 oz. beer
  - C. 1 oz. 100 proof spirits = 6 oz. wine = 16 oz. beer
  - D. 1.25 oz. 80 proof spirits = 5 oz. wine = 10 oz. beer
  - E. 1 oz. 100 proof spirits = 5 oz. wine = 12 oz. beer



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24. **A 150-pound woman drinking four drinks in an hour on an empty stomach would probably have a BAC \_\_\_\_\_ a 150-pound man drinking the same amount under the same conditions.**
- A. Lower than
  - B. The same as
  - C. Higher than
25. **All of the following are Safe-Drinking Guidelines except:**
- A. Buy time by limiting the number of drinks guests have access to
  - B. Eject from the facility any guests not consuming alcohol responsibly
  - C. Offer guests who are impaired alternatives to alcohol
  - D. Use the personal touch by making eye contact and engaging guests in conversation
26. **All of the following could be acceptable forms of ID except:**
- A. Student ID Card
  - B. Driver's License
  - C. Military ID Card
  - D. Passport
  - E. State-Issued ID Card
27. **The best way to prevent underage alcohol sales is to ask a friend to vouch for the guest.**
- A. True
  - B. False
28. **How long would it typically take a guest to process the alcohol in a 24-oz. beer?**
- A. 12 minutes
  - B. One hour
  - C. Two hours
  - D. Three hours
29. **When refusing a sale to a guest, an employee should:**
- A. Say no and move on to keep the line moving
  - B. Give clear reasons and be nonjudgmental toward the guest
  - C. Call for backup if necessary
  - D. Inform the guest that he or she is intoxicated and threaten to have them ejected if they do not cooperate
  - E. A, B and C only
30. **Some potential signs that a guest may be underage include:**
- A. Handing money to another guest at the back of the line
  - B. Looking away while the employee checks the ID
  - C. Stating that the guest is a friend of another employee and therefore doesn't need to be carded
  - D. Removing the ID from a shirt pocket when asked, instead of taking it out of a wallet
  - E. All of the above