



Techniques for Effective Alcohol Management

Participant Level Two Wisconsin 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
31. **What are the legal drinking ages in Wisconsin for beer, wine, and spirits?**
A. 18, 19, and 21
B. 21 for all alcohol beverages
C. 18, 21, and 21
D. None of the above



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32. **Licensees may be prosecuted for not having the required supervision of employees on their premises.**
A. True
B. False
33. **The Wisconsin driver's license number "J525-7225-2831-01" indicates that the holder of that license:**
A. was born in 1957
B. is a male
C. is a female
D. is 5'7" tall
34. **In Wisconsin, a person is in violation of the law if he or she possesses:**
A. An expired Wisconsin driver's license
B. An out-of-state identification card
C. An altered identification card
D. All of the above
35. **For how long must a licensee keep invoices for all purchases of liquor and beer on the licensed premises?**
A. 30 days
B. 6 months
C. 2 years
D. 5 years
36. **No person under the age of 18 may sell or serve alcohol beverages.**
A. True
B. False
37. **What age does a person have to be to purchase tobacco or cigarette products?**
A. 14
B. 16
C. 18
D. 21
38. **It is illegal to sell individual cigarettes.**
A. True
B. False
39. **A minor may not possess cigarettes or tobacco products during working hours even when employed by a licensed retailer.**
A. True
B. False