

**Techniques for Effective Alcohol Management  
Participant Retake 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. Evaluate levels of impairment in guests, which may be due to drinking alcohol
  - 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 connection 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 characteristics about guests that affect the absorption rate of alcohol
  - B. How alcohol is absorbed without being consumed
  - C. The best way to approach an underage guest attempting to drink 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 rate at which a guest is drinking alcohol
  - B. The current temperature that day
  - C. The amount of food a guest eats
  - 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?**  
A. Beer  
B. Wine  
C. Champagne  
D. Liquor  
E. None of the above - all types of alcohol can cause intoxication
10. **Which of the following statements is most accurate?**  
A. Alcohol affects every guest exactly the same way every time they drink it  
B. Alcohol affects every guest differently every time they drink it  
C. Alcohol affects guests differently depending on the type (beer, wine or liquor)  
D. Alcohol affects everyone exactly the same
11. **What are employees legally expected to do for responsible alcohol service?**  
A. Prevent people from drinking alcohol as much as possible  
B. Make a Reasonable Effort to prevent alcohol-related problems  
C. Only intervene if the employee works in an area that serves alcohol  
D. There is no legal expectation for employees
12. **An underage guest may drink alcohol as long as a guest who is of legal drinking age purchases it.**  
A. True  
B. False
13. **All employees can be held liable (responsible) under Common Negligence laws and alcohol servers/sellers can be held liable under Dram Shop Liability laws (in states/provinces where they apply).**  
A. True  
B. False
14. **Employees can be held liable (responsible) for alcohol-related incidents ONLY if they actually poured the alcohol.**  
A. True  
B. False
15. **Which of the following is NOT a Reasonable Effort by an employee?**  
A. Removing an alcohol beverage from an impaired guest  
B. Calling security when an underage guest attempts to buy or drink alcohol  
C. Documenting an alcohol-related incident in the facility  
D. Refusing to serve a guest more alcohol because you see many Signs of Impairment  
E. Allowing an underage friend of the employee to consume alcohol at the facility

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- 16. Documentation of alcohol-related incidents helps employees and facilities because:**
- A. Documentation of an incident guarantees that no one can 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 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 fake Reasonable Efforts if a legal problem arises
- 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. Which of the following responses would NOT be appropriate for employees to use with guests?**
- A. Accuse the guest of being intoxicated and threaten ejection from the facility
  - B. Ask other members of the guest's party to help keep the guest safe and keep the guest from drinking any more alcohol
  - C. Approach the guest with a pleasant, positive attitude at all times
  - D. Offer non-alcohol beverages or food for a guest showing Signs of Impairment
  - E. Start a conversation with an underage guest attempting to buy or drink alcohol to explain the policy of the facility and the state/province law
- 19. Employees are not responsible for making sure there is responsible alcohol use at the facility.**
- A. True
  - B. False
- 20. All employees have an interest in responsible 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 drunk guests and irresponsible drinking 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 did not can be found responsible along with the facility
  - E. All of the above

**END OF LEVEL ONE RETAKE EXAM**