What is a third-party sale?

- When the guest is arriving at their third party of the evening.
- **When an “of age” guest purchases alcohol for an underage guest.**
- When an “of age” guest purchases alcohol for another “of age” guest.
- When your establishment orders liquor from a wholesaler.

A server can only be held liable for an illegal alcohol sale in states that have Dram Shop Liability Laws.

- **True – False**

Your employer has a legal responsibility to protect you from legal penalties in the event you serve alcohol illegally.

- **True – False**

If you make Reasonable Efforts to prevent illegal alcohol service, there is no way you can be held liable.

- **True – False**

**WATCH THE VIDEO, THEN SELECT WHICH REASONABLE EFFORTS THE SERVER USED. CHOOSE ALL THAT APPLY.**

- Called a cab
- **Suggested food**
- Asked for assistance
- Checked ID
- **Suggested non-alcoholic drink**
- Refused service

When you check an ID, what does that mean you do?

- Have the guest who you that possess an ID
- Take the ID and give the guest a claim check to get it back
- Glance quickly at the ID just to make sure it’s in color
- **Look at all important pieces of information on the ID**
Compare the ID from the ID Guidebook (on the left) to the ID presented by the guest (on the right). If there are any differences, click on them in the Guest ID, and then click Answer. If they are the same, just click Answer.

- Picture
- License #
- DOB
- Expiration date
- Issue date
- No Signature
- Suspicious Name and Address font

Is this guest presenting a valid ID for consuming alcohol?

Valid – Not Valid

Is this guest presenting a valid ID for purchasing alcohol?

Valid – Not Valid

Is this guest presenting a valid ID for purchasing alcohol?

Valid – Not Valid

"When did you graduate from high school?" is an example of what kind of question?

- A good pick-up line
- A test for a validity of an ID
- An important interview question
- A way to assess levels of intoxication

Select all the situations you might want to document in an incident record log.

- You check an ID and then serve the guest
- You refuse service because the guest shows signs of intoxication
- You inform a parent that they cannot give their minor child alcohol
- You inform a guest of the house policy limiting alcohol beverages
- You break up a fight between 2 guests
- You call security when a guest insists you have to accept their ID and serve them.
Look at each Incident Report Form. Click on the one that provides the best information.

**Second Report, with detailed information**

CORRECTLY FILLING OUT AN INCIDENT REPORT FORM REQUIRES YOU TO USE A LOT OF DETAIL. WATCH THE VIDEO BELOW, THEN ANSWER THE NEXT THREE QUESTIONS AS IF YOU WERE FILLING OUT AN INCIDENT REPORT FORM.

What time of day is it?

- Early morning
- Lunch time
- Late afternoon
- **End of the day**

THIS IS THE SAME VIDEO AS THE PREVIOUS QUESTION. YOU CAN WATCH IT AGAIN IF NECESSARY, THEN ANSWER THE QUESTION.

Which of the following is the best description of the guest involved in the incident?

- Male, average height, middle-aged.
- White male, about 6 feet, in his 40’s, blonde hair.
- White male, blonde hair, first name Steve.
- Man wearing dark pants and a light purple shirt.

THIS IS THE SAME VIDEO AS THE PREVIOUS QUESTION. YOU CAN WATCH IT AGAIN IF NECESSARY, THEN ANSWER THE QUESTION.

Who did the bartender call for help?

- Security
- The manager
- The guest spouse
- **The police**
Select all the examples of employees following sound documentation practices.

At the end of his shift, Simon entered “No problems today” in the logbook.
Mary inserted a blank piece of paper in the binder to write about the ID she confiscated last week.
Joe notices that the last logbook entry was 6 months ago.
Each month, Christine gives all the employees copies of all the entries in the logbook for that month.
Derek is in a hurry at the end of his shift, so only fills out half the form.
Alex keeps a spiral notebook with numbered pages at the register.
Clark makes fun of Emily after reading her report of a drunk guest.
The manager asked Shirley to complete the Incident Report Form about the guest she refused service.

Which form can help you avoid being caught in an underage sting operation?

ID Guidebook
Incident Report Form
Age Verification Form
Police Report Form

What's wrong with this Age Verification Form?

There is no guest signature
The manager on duty did not sign the form
The checked ID is not an acceptable form of ID
The date of birth make the guest less than 21

PUT THE FOUR BEHAVIORAL CUES INTO THE ORDER IN WHICH THEY USUALLY APPEAR, FROM FIRST TO LAST.

Reactions (3)
Judgment (2)
Coordination (4)
Inhibitions (1)

MATCH THESE BEHAVIORS TO THE APPROPRIATE BEHAVIORAL CUE.

Coordination ___stumbling when walking
Inhibitions _____becoming more relaxed and talkative
Reactions ______forgetting where you put your keys
Judgment ______using foul language
Alcohol Information > Behavioral Cues > Self Check > Page 4

How does tolerance affect a guest's behavioral cues?

A guest with high tolerance may be able to hide behavioral cues
A guest with low tolerance may be able to hide behavioral cues
A guest with no tolerance may be able to hide behavioral cues
There is no relationship between tolerance and behavioral cues

Alcohol Information > Intoxication Rate Factors > Self Check > Page 2

Smaller people tend to become intoxicated faster because

They can’t hold their liquor
They drink less quantity
There is less area for the alcohol to spread out
They drink mostly beer

Alcohol Information > Intoxication Rate Factors > Self Check > Page 3

Why does a high percentage of body fat increase the intoxication rate?

Body fat absorbs alcohol so it’s absorbed faster
Body fat does not absorb alcohol, so there is less area for the alcohol to spread out.
Body fat interacting with alcohol is what causes intoxication
Body fat speeds up the rate at which alcohol travels through the blood.

Alcohol Information > Intoxication Rate Factors > Self Check > Page 4

Women tend to become intoxicated faster than men because

They are usually smaller and have a higher percentage of body fat
They drink more than men
They drink wine instead of beer
They usually don’t eat as much

Alcohol Information > Intoxication Rate Factors > Self Check > Page 5

People who drink slowly become intoxicated faster than people who drink quickly.

True – False

Alcohol Information > Intoxication Rate Factors > Self Check > Page 6

Select the group of alcohol beverages which each contain about half an ounce of pure alcohol.

2oz shot 100 proof, 20oz beer, 5oz wine
1oz shot 100 proof, 20oz beer, 8oz wine
2oz shot 100 proof, 12oz beer, 8oz wine
1oz shot 100 proof, 12oz beer, 5oz wine
PUT THESE DRINKS IN ORDER FROM THE ONE THAT WOULD CAUSE INTOXICATION FROM THE SLOWEST TO THE ONE THAT WOULD CAUSE IT THE FASTEST, BASED ON THE MIXER.

1. Vodka and orange juice
2. Scotch and water
3. Scotch and soda
4. Straight shot of vodka

Eating food after drinking is just as effective as eating food before drinking at preventing intoxication.

True – False

Alcohol is classified as a(n) _____________________.

Stimulant
Anti-anxiety drug
Depressant
Hallucinogen

Which of the following will help prevent intoxication?

- Taking your medication just before consuming alcohol
- Drinking champagne instead of wine
- Sipping your beer instead of gulping it
- Drinking several glasses of water before going to bed

How does tolerance affect the intoxication rate?

- A low tolerance means the guest’s intoxication rate rises more quickly
- A high tolerance means the guest’s intoxication rate rises more slowly
- Tolerance has no impact on a guest’s intoxication rate

How are Blood Alcohol Content and Behavioral Cues related?

- Behavioral cues determine how quickly a guest’s BAC level will rise
- Behavioral cues mask a guest’s true BAC level
- The more behavioral cues you see, the higher the guest’s BAC level probably is
- There is no relationship between behavioral cues and Blood Alcohol Content
How long does it typically take the body to eliminate almost 1 ounce of pure alcohol?

- 15 minutes
- 1 hour
- ½ hour
- 2 hours

When will a guest's BAC level be different? Select the best answer.

- Every time they drink
- When they switch from beer to liquor
- When they drink at different times of the day
- Where there is a full moon

When would you ask for a second form of ID?

- When you are not familiar with the primary ID and further proof of identity.
- When there are two or more guests in the party who may be underage.
- When the primary ID is clearly a fake ID and not acceptable.
- Whenever you ask for a primary ID always ask for a secondary form of ID.

WATCH THE VIDEO, THEN CHECK ALL OF THE SAFE-SERVICE GUIDELINES THE SERVER USED.

- Use reasonable efforts
- Do not back down
- Call for assistance
- If in doubt, refuse service
- Look for behavioral cues
- Always ask for ID
WATCH THE VIDEO, THEN CHECK ALL OF THE SAFE-SERVICE GUIDELINES THE SERVER USED.

Use reasonable efforts
Do not back down
Call for assistance
If in doubt, refuse service

Look for behavioral cues
Always ask for ID

What are you trying to avoid by using the Customer Service Guidelines?

- Escalating the situation with the guest
- Providing excellent customer service
- Any kind of direct confrontation with the guest
- Alcohol sales to all guests

Using "I" statements means saying whatever you want as long as you start with "I".

- True – False

You can still threaten to call the police on a guest if you feel it is necessary.

- True – False

Select all the reasons that might be appropriate to give a guest to explain why you are refusing service.

- It’s the law
- It’s ladies’ night – only women get drinks
- You have exceeded the house limit in drinks
- There are roadblocks down the road to check for sobriety
- I am concerned for your safety
- My manager told me to

Select all of the examples of effective indirect strategies you might use.

- Remove the drink and inform the guest you won’t serve any more
- Tell the guest you have to have the ID approved by the manager
- Call the police to escort an intoxicated guest
- Confiscate a false ID from an underage guest
- Enlist the help of the guest’s friends to prevent the sale
- Convince the guest to try the specialty, non-alcoholic drink
What does it mean to Assess your guest as part of the Intervention Model?

- Charge your guest the appropriate amount on their bill
- Determine whether or not your guest might skip out on the check
- Gather information to create a complete picture of your guest
- Write down a physical description of each guest as they are seated in your section

MATCH EACH DECISION WITH THE MOST APPROPRIATE IMPLEMENTATION.

- Yes, I need to check the ID (Request an ID)
- No, I do not have enough information (Observe the guest and gather)
- Yes, I have doubts (Refuse service)
- No, this guest is not showing signs of intoxication (Serve the guest)

Based on your assessment and answers to the five decision points, what decision will you implement for this guest?

- Serve the guest
- Request an ID
- Gather more information and impressions
- Refuse service

This is the same video as the previous question. If you need to, you can watch it again, then answer the question.

Is this guest buying alcohol for someone who is underage? No
Is this guest showing signs of intoxication? Yes
Do you have any doubts about serving this guest alcohol? Yes
Do you have enough information about this guest to serve alcohol legally and responsibly? No
Do you need to check this guest’s ID? Yes
Based on your assessment and answers to the five decision points, what decision will you implement for this guest?

Serve the guest
Request an ID
Gather more information and impressions

Refuse service

Based on your assessment and answers to the five decision points, what decision will you implement for this guest?

Serve the guest
Request an ID
Gather more information and impressions

Refuse service

How old do you need to be to purchase alcohol and tobacco in Wisconsin?

18 for both
21 for both
18 for alcohol, 21 for tobacco

21 for alcohol, 18 for tobacco
Which of the following tobacco products are regulated by the state of Wisconsin?

- Cigarettes
- Lighters
- Chewing tobacco
- Cigars
- Rolling papers
- Pipes

Check the types of ID that are acceptable as proof of age for buying tobacco products in Wisconsin.

- Birth Certificate
- Driver’s License
- Passport
- Student ID
- State-Issued ID
- Military ID

Wisconsin Wins teams are made up of:

- Underage teens only
- Adults posing as underage teens.
- Underage teens and adults
- Tobacco retailers and law enforcement agencies