

ETIPS On-Premise for Wisconsin

Correct answers are shown in bold type.

Legal Information >Legal Liability >Self Check >Page 2

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.

Legal Information >Legal Liability >Self Check >Page 3

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

True – **False**

Legal Information >Legal Liability >Self Check >Page 4

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

True – **False**

Legal Information >Reasonable Efforts >Self Check >Page 2

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

True – **False**

Legal Information >Reasonable Efforts >Self Check >Page 3

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

Legal Information >Checking ID's >Self Check >Page 2

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

Legal Information >Checking ID's >Self Check >Page 3

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

Legal Information>Checking ID's>Self-Check>Page 4

Is this guest presenting a valid ID for consuming alcohol?

Valid – **Not Valid**

Legal Information>Checking ID's>Self-Check>Page 5

Is this guest presenting a valid ID for purchasing alcohol?

Valid – **Not Valid**

Legal Information>Checking ID's>Self-Check>Page 6

Is this guest presenting a valid ID for purchasing alcohol?

Valid – **Not Valid**

Legal Information>Checking ID's>Self-Check>Page 7

"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

Legal Information >Documentation >Self Check >Page 2

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

Legal Information >Documentation >Self Check >Page 7

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.

Legal Information >Documentation >Self Check >Page 8

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

ID Guidebook

Incident Report Form

Age Verification Form

Police Report Form

Legal Information >Documentation >Self Check >Page 9

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

Alcohol Information >Behavioral Cues >Self Check >Page 2

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)

Alcohol Information >Behavioral Cues >Self Check >Page 3

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

Alcohol Information >Intoxication Rate Factors >Self Check >Page 7

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.

- Scotch and soda (3)
- Vodka and orange juice (1)
- Straight shot of vodka (4)
- Scotch and water (2)

Alcohol Information >Intoxication Rate Factors >Self Check >Page 8

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

True – **False**

Alcohol Information >Intoxication Rate Factors >Self Check >Page 9

Alcohol is classified as a(n) _____.

- Stimulant
- Anti-anxiety drug
- Depressant**
- Hallucinogen

Alcohol Information >Intoxication Rate Factors >Self Check >Page 10

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

Alcohol Information >Intoxication Rate Factors >Self Check >Page 11

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

Alcohol Information >Blood Alcohol Content >Self Check >Page 2

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

Alcohol Information >Blood Alcohol Content >Self Check >Page 3

How long does it typically take the body to eliminate almost 1 ounce of pure alcohol?

15 minutes

1 hour

½ hour

2 hours

Alcohol Information >Blood Alcohol Content >Self Check >Page 4

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

Intervention Information >Safe-Service Guidelines >Self Check >Page 2

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.

Intervention Information >Safe-Service Guidelines >Self Check >Page 3

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

Intervention Information >Safe-Service Guidelines >Self Check >Page 4

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

[Intervention Information >Safe-Service Guidelines >Self Check >Page 5](#)

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

[Intervention Information>Customer Service Guidelines>Self Check >Page 2](#)

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

[Intervention Information >Safe-Service Guidelines >Self Check >Page 3](#)

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

True – **False**

[Intervention Information >Safe-Service Guidelines >Self Check >Page 4](#)

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

True – False

[Intervention Information >Safe-Service Guidelines >Self Check >Page 5](#)

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

[Intervention Information >Safe-Service Guidelines >Self Check >Page 6](#)

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**)

WATCH THE VIDEO, THEN ANSWER THE FIVE DECISION POINT QUESTIONS BELOW.

- Is this guest buying alcohol for someone who is underage? **No**
- Is this guest showing signs of intoxication? **No**
- 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? **No**

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

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

WATCH THE VIDEO, THEN ANSWER THE FIVE DECISION POINT QUESTIONS BELOW.

- 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**

Decide and Implement>Intervention Exercises>Practice Two>Page 2

THIS IS THE SAME VIDEO AS THE PREVIOUS QUESTION. IF YOU NEED TO, WATCH IT AGAIN, THEN ANSWER THE QUESTION BELOW.

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**

Decide and Implement>Intervention Exercises>Practice Three>Page 1

WATCH THE VIDEO, THEN ANSWER THE FIVE DECISION POINT QUESTIONS BELOW.

- Is this guest buying alcohol for someone who is underage? **No**
- Is this guest showing signs of intoxication? **No**
- Do you have any doubts about serving this guest alcohol? **No**
- Do you have enough information about this guest to serve alcohol legally and responsibly? **Yes**
- Do you need to check this guest's ID? **No**

Decide and Implement>Intervention Exercises>Practice Three>Page 2

THIS IS THE SAME VIDEO AS THE PREVIOUS QUESTION. IF YOU NEED TO, WATCH IT AGAIN AND THEN ANSWER THE QUESTION BELOW.

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

Wisconsin Tobacco Info
MODEL SELF-CHECK

Wisconsin Tobacco Information >Wisconsin Tobacco Information >Self-Check >Page 2

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