

## Smart Serve Test Ontario, Canada

**Q1. Which of the following situations and individual circumstances are particularly hazardous (risk from drinking)?**

- (A) women who are pregnant,
- (B) women planning to become pregnant,
- (C) teenagers or persons on medication
- (D) all of the above

Answer: \_\_\_\_

**Q2. You must be this old to sell alcohol**

- (A) 17
- (B) 18
- (C) 19
- (D) 21

Answer: \_\_\_\_

**Q3. What is the legal drinking age in Ontario?**

- (A) 17
- (B) 18
- (C) 19
- (D) 21

Answer: \_\_\_\_

**Q4. Which of the act determines who can sell, buy alcohol?**

- (A) Liquor Licence and Control Act,
- (B) Beverages Act,
- (C) Non-alcoholic and Beverages Act,
- (D) Food and Drugs Act

Answer: \_\_\_\_

**Q5. In which of the following places a person can smoke?**

- (A) any public places
- (B) any bar
- (C) any restaurant
- (D) any patio bars

Answer: \_\_\_\_

**Q5. What is the meaning of Inappropriate speech volume?**

- (A) They shout when it isn't necessary
- (B) Whisper when there's no need
- (C) When only voice may go from low to high or vice versa
- (D) All of the above

Answer: \_\_\_\_

**Q6. What do you do when someone (after in toxic) yells in the workplace?**

- (A) Stay calm and don't feed into their anger
- (B) Call the police
- (C) Calmly address the yelling and suggest that a change in volume is necessary
- (D) all of the above

Answer: \_\_\_\_

**Q7. Which is used to indicate your customer may be starting to show the signs of intoxication from alcohol and other substances?**

- (A) Tip sheet
- (B) Type sheet
- (C) Tripple sheet
- (D) Track sheet

Answer: \_\_\_\_

**Q8. Which of the following signs may help you to determine if a person is intoxicated?**

- (A) take longer to respond to questions
- (B) take longer to react to events
- (C) may easily become muddled
- (D) All of the above

Answer: \_\_\_\_

**Q9. What would be your strategies to deal with customers who show signs of intoxication?**

- (A) a single sign is enough to link to intoxication
- (B) Monitor the motor control carefully
- (C) offer more alcoholic drinks
- (D) serve food to decrease the rate of drinking

Answer: \_\_\_\_

**Q10. What would be your strategy to make "low-risk" who show signs of intoxication?**

- (A) offer food or low-alcohol drinks
- (B) low-alcohol or non-alcohol drinks
- (C) serve no more alcohol
- (D) All of the above

Answer: \_\_\_\_

**Q12. Which techniques may be used to reduce the likelihood of injury and damage?**

- (A) Management of intoxication
- (B) Motor control
- (C) Tip sheet
- (D) All of the above

Answer: \_\_\_\_

**Q13. Which of the following comes under gross motor coordination?**

- (A) Difficulty standing upright or walking a straight line
- (B) Repeatedly stumbling over one word
- (C) Customer's eyes are bloodshot to any degree
- (D) sweat more than might be considered

Answer: \_\_\_\_

**Q14. Which of the following is one of the best ways you can lower your risk of customers becoming intoxicated by alcohol?**

- (A) Serv low-alcohol drinks
- (B) Serving non-alcohol drinks
- (C) Serving food only
- (D) All of the above

Answer: \_\_\_\_

**Q15. Establishments that serve alcohol are required to also serve \_\_\_\_?**

- (A) Food
- (B) Non-alcoholic beverages
- (C) A and B
- (D) Not mandatory

Answer: \_\_\_\_

**Q16. It generally takes customers longer to drink when they are also \_\_\_\_\_**

- (A) Smoking
- (B) Talking
- (C) Eating
- (D) All of the above

Answer: \_\_\_\_

**Q17. What questions you can ask your customers before taking their orders?**

- (A) Have they eaten?
- (B) Have they been drinking elsewhere?
- (C) Have they consuming cannabis earlier?
- (D) All of the above

Answer: \_\_\_\_

**Q18. It is your responsibility not to permit intoxication in your licensed premises.**

- (A) True
- (B) False

Answer: \_\_\_\_

**Q19. You can NOT make the decision whether to serve patrons or not.**

- (A) True
- (B) False

Answer: \_\_\_\_

**Q20. It is your responsibility to monitor patrons for the signs of intoxication.**

- (A) True
- (B) False

Answer: \_\_\_\_

### **Explanation and Answer Keys Link**

<https://gotestprep.com/smart-serve-practice-test/>