

The manager is busy with a customer in the parking lot and an older crew member is on a break. You are underage and a man wants to order a beer.

What do you do?

QSA-1

You are checking a customers identification, but the person in the picture has long blond hair, and the customer has black spiked hair. You aren't even sure if the faces are the same. What do you do now?

QSA-4

A man is asking for a brand of beer not stocked. How do you respond to his request?

QSA-7

A man walks in, his eyes are bloodshot and he seems tipsy. Still, he want to order a beer. How do you react?

QSA-2

What do you do if a customer leaves a half empty beer bottle at their seat?

QSA-5

What do you tell a man who wants to know why you don't serve draft beer?

QSA-8

You are checking someone's identification and the lettering looks fuzzy. What do you do?

QSA-3

A man is complaining his beer isn't served cold enough. What do you say?

QSA-6

A man is asking if we will have a wider wine selection at some point. What do you tell him?

QSA-9

What do you tell someone who wants to know why we don't serve margaritas?

QSA-10

Who can receive payment for an alcoholic beverage?

QSA-13

An older man is ordering a wine, but has forgotten his identification. What do you do?

QSA-16

Who can open an alcoholic beverage?

QSA-11

A family is in, and the father is complaining that you serve alcohol. What do you tell him?

QSA-14

A couple comes in and orders. The women has no identification, so the man shows his, but the women pays. How do you handle this?

QSA-17

Who can serve an alcoholic beverage?

QSA-12

A women is in saying she is from Mothers Against Drink Driving. She wants to know how you'll feel if a customer kills someone after buying a drink from you. What do you say, if anything?

QSA-15

A women is very angry she says your restaurant sold her underage son a beer. How do you respond?

QSA-18

**Whos identification
must we check?**

QSA-19

**A group of college students is in, and
only some of them are of legal age.
Do you take any special precautions?**

QSA-22

**The weather has suddenly turned
unseasonably warm. How do you
expect this to effect your sales
of alcoholic beverages?**

QSA-25

Who can bus tables?

QSA-20

**You see a homeless man digging
in the trash can in the parking lot.
What do you do?**

QSA-23

**Your hand slips while you are
reaching for a bottle of beer, it falls
to the ground, thankfully it is not
broken. What do you say when a
customer asks you if you are planning
on selling that after it has
been shaken?**

QSA-26

**A customer is asking how many
drinks you will sell him at one
time. What do you tell him?**

QSA-21

**Can an employee of legal
drinking age, have a single beer
while on his break?**

QSA-24

**It is a Sunday. A well dressed family
is just getting ready to order when the
father asks if you really sell alcohol.
You confirm this, and the family starts
to leave. Do you say anything,
if so what?**

QSA-27

A customer complains that he cut his lip on a bottle and shows you a sharp edge. What do you do?

QSA-28

You just sold a single man the limited number of beers, he then asks you how long he will have to wait before you will sell him another beer. What is your answer?

QSA-31

A man is in and complains our beer is too expensive. What do you tell him?

QSA-34

A sober man buys two beers. You then see him hand the beers to two intoxicated men who you had refused to sell to earlier. What do you do?

QSA-29

Which is a worse mistake?

- 1) Selling an alcoholic beverage to a person who gets in an auto accident
- 2) Selling an alcoholic beverage to a person just under the legal drinking age.

QSA-32

A good friend asks you to sell her one more beer than the normal limit. What do you say?

QSA-35

How do you know when a person has purchased the limited number of beers?

QSA-30

Is it ever advisable to caution a customer not to 'drink and drive.' Why or why not?

QSA-33

You see a young boy trying to get a drink from his father's beer bottle, the father doesn't seem to notice. What do you do?

QSA-36

A man purchased a beer about twenty minutes prior and you checked his identification. He has come back for a second beer and starts to get belligerent and demands a beer when you request to see his identification again. How do you respond?

QSA-37

A customer says he would like to see a better selection of wines and offers to help you compile a list. How do you respond to his suggestion and offer?

QSA-40

A customer walks up to you in the middle of her meal and says her wine “tastes funny.” You note this customer’s dinner is very spicy. What do you say or do?

QSA-43

You opened a bottle of beer for a customer and put it on his tray. While walking to his table, he bumps the corner of a table and the bottle falls over, filling his tray with beer. What do you do?

QSA-38

A customer wants to know what wine you recommend to have with his fish dinner. What do you say?

QSA-41

A customer does not seem to speak any English. He points to your beer and you hold up two different bottles, and he nods. You open one of the bottles and he starts to shake his head, pointing to the other bottle. Now what do you do?

QSA-44

You glance out into the dining area and see a teenager take a sip from a beer bottle left behind on an un-bussed table. What should you say and/or do?

QSA-39

A customer says he wants us to carry wines with a higher alcoholic content. How do you respond?

QSA-42

You sold a beer to each of two men. About fifteen minutes later, you hear them shouting at each other. How do you handle this situation, and do you treat this differently since the men were served alcoholic beverages?

QSA-45

A woman tells you her husband is in the rest room and will be out to order in just a few minutes. She asks that we refuse to sell her husband any alcoholic beverages. What do say or do?

QSA-46

An elderly customer approaches you and says she suspects the young men drinking beer near her table are underage. You look at the men and remember checking their identification. What do you say to this customer?

QSA-49

Which would the average customer prefer more?

- 1) Larger sized drinks, and bottles.
- 2) Lower overall prices with smaller sized drinks.

QSA-52

A man appears to be intoxicated, but was not served any alcohol at our establishment. He is belligerent and making a scene. What do you say or do, to this non-customer?

QSA-47

How does the restaurant serving alcoholic beverages change the personnel needs?

QSA-50

A shipment had been delayed and we have run out of our most popular beer. What do you tell customers who order this brand of beer tonight?

QSA-53

A customer asks about our alcohol identification policies, and if we allow underage employees to serve alcohol. How do you respond?

QSA-48

A customer complains that we serve salty food just to make customers buy more expensive alcoholic drinks. How do you respond to this charge?

QSA-51

A customer insists that he is "fine" to have another alcoholic drink. What should you say or do?

QSA-54