## **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/**](https://gotestprep.com/smart-serve-practice-test/)