

ANSWERS - Induction Worksheet - Knowledge test to prevent underage sales of tobacco, e-cigarettes and shisha

1	What is the purpose of your age verification policy? (tick all that apply) 2 points	1 - To deal with the difficulty of guessing a customer's age and ensure that sales aren't made to underage customers	<input checked="" type="checkbox"/>
		2 - To encourage customers to produce ID	<input type="checkbox"/>
		3 - To encourage staff to talk to customers more	<input type="checkbox"/>
		4 - To comply with Trading Standards requirements	<input checked="" type="checkbox"/>
2	When should you refuse to sell an age-restricted product? (Tick all that apply) 3 points	1 - If you have any doubts about a customer's age	<input checked="" type="checkbox"/>
		2 - If you suspect that ID is not genuine	<input checked="" type="checkbox"/>
		3 - If you suspect that it will be supplied to an under 18	<input checked="" type="checkbox"/>
		4 - You never have to refuse a sale of age-restricted products because all of your customers are known to you and over 18	<input type="checkbox"/>
3	What should you do if a customer becomes abusive whilst you're asking for ID? (Tick all that apply) 1 point	1 - Shout back at them	<input type="checkbox"/>
		2 - Ignore them and walk away	<input type="checkbox"/>
		3 - Remain calm and explain that you are unable to serve without ID	<input checked="" type="checkbox"/>
		4 - Serve them so you can get rid of them	<input type="checkbox"/>
4	What is proxy purchasing? 1 point	Proxy purchasing is where an adult supplies an age restricted product to a person who is under the legal age to purchase one themselves	
5	1 - If somebody was born on 30th April 1993 how old are they today? 1 point		
	2 - If somebody was born on 9th February 1981 how old are they today? 1 point		
	3 - If somebody was born on 18th October 1988 how old are they today? 1 point		
6	What features do you look for on a proof of age standards scheme (PASS) card? (tick all that apply) 3 points	1 - PASS hologram	<input checked="" type="checkbox"/>
		2 - Passport number	<input type="checkbox"/>
		3 - ACPO logo	<input checked="" type="checkbox"/>
		4 - Place of birth	<input type="checkbox"/>
		5 - UV markings	<input checked="" type="checkbox"/>
7	Which of the following is acceptable ID? (tick all that apply) 2 points	1 - Passport	<input checked="" type="checkbox"/>
		2 - Student Card	<input type="checkbox"/>
		3 - Bus Pass	<input type="checkbox"/>
		4 - PASS Card	<input checked="" type="checkbox"/>
		5 - Birth Certificate	<input type="checkbox"/>
8	Can you split tobacco products for single sale? 1 point	1 - If the customer is over the age of 18	<input type="checkbox"/>
		2 - If the packet has been damaged	<input type="checkbox"/>
		3 - No	<input checked="" type="checkbox"/>
		4 - If the customer can't afford a full packet	<input type="checkbox"/>
		Pass rate is 13/16 (80%)	

