

## Test 1      General Under Age Sales Prevention Test

1. Give 2 ways you can establish a buyer's age.
  - A. Passport and National Insurance Card
  - B. PASS accredited proof of age card & photo driving licence
  - C. National Insurance Card & paper driving licence
2. Give an example of a document that is not sufficient to establish a buyer's age
  - A. Birth certificate
  - B. Photo driving licence
  - C. Passport
3. If a buyer cannot prove his/her age what should you do regarding age restricted products?
  - A. Refuse the sale and enter in the refusals log
  - B. Sell the goods, but only this once
  - C. Ask the customer's friend to vouch for his/her friend
4. Young people attempt to buy age restricted products. What can you do to prevent the sale?
  - A. Tell them you can only sell the goods when the boss isn't around
  - B. Ask for suitable proof of age
  - C. Make the sale providing no other customers are around
5. A young person attempts to buy an age restricted product but has no proof of age. The buyer insists she/he is the proper age. You refuse the sale. How can you advise the buyer regarding future purchases?
  - A. Advise the customer to obtain a PASS accredited proof of age card
  - B. Tell the customer to clear off
  - C. Ask if his/her friend can guarantee the purchaser's age
6. How can you judge a person's age if the person has no proof of age?
  - A. Ask the purchaser for his/her age
  - B. Hazard a guess and hope for the best
  - C. You can't. Ask the person for an acceptable proof of age.
7. How can you tell if a proof of age card has PASS accreditation?
  - A. Look for the hologram
  - B. It must be genuine as the card cannot be copied
  - C. Fake ID cards do not exist
8. Someone who you believe to be under 21/25 is trying to buy an 18 age restricted product. What should you do?
  - A. Believe what the customer tells you is correct
  - B. Ask the purchaser to provide satisfactory proof of age
  - C. Make the sale, but only this once
9. A child enters the premises with a letter from his/her mother asking to buy an age restricted product. What action should you take?
  - A. Write on the letter that you've made the sale this once but next time the mother should come along
  - B. It must be a genuine letter as kids don't create false letters
  - C. Refuse the sale, write nothing on the letter
10. What is the minimum legal age to buy alcohol?
  - A. 16
  - B. 18
  - C. 21

**No Proof of Age – No Sale**