



It's Good Business (Nova Scotia)

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Practice Questions

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1. What is the legal drinking age in Nova Scotia?

- A. 18
- B. 20
- C. 19
- D. 21

2. A patron's ID shows a birthdate that makes them 18 years old. You should:

- A. Serve them one drink only
- B. Refuse liquor service because they are under 19
- C. Serve them if they look mature
- D. Serve them if a friend vouches for them

3. 'Secondary supply' refers to:

- A. An adult buying or giving liquor to a minor
- B. A bar running out of one beer brand
- C. Serving a second drink to an adult
- D. A backup liquor supplier

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4. Which organ is mainly responsible for breaking down alcohol in the body?

- A. The kidneys
- B. The stomach
- C. The liver
- D. The lungs

5. The law requires you to stop serving liquor to a patron when they are:

- A. Paying by card
- B. Showing signs of intoxication
- C. Ordering food
- D. Sitting at the bar



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6. 'Over-service' means:

- A. Serving food too quickly
- B. Giving great customer service
- C. Continuing to serve liquor to a patron who is or is becoming intoxicated
- D. Serving more than one table

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7. A core responsibility shared by every server in a licensed establishment is to:

- A. Check ID, monitor intoxication, and serve within the law
- B. Maximize each patron's alcohol intake
- C. Ignore the licence conditions
- D. Let patrons self-serve

8. An intoxicated patron sitting with friends is creating a disturbance and refuses your polite, but firm request that she leave the premises. What should you do?

- A. Take steps to slow down liquor service to her
- B. Call the bouncer at the door and have the patron ejected
- C. Tell all of the patron's friends that the patron is drunk
- D. Tell the manager that there is a problem situation developing

9. Which Crown corporation is responsible for the wholesale and retail distribution of liquor in Nova Scotia?

- A. The Nova Scotia Liquor Corporation (NSLC)
- B. Service Canada
- C. The Royal Canadian Mounted Police
- D. Health Canada

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10. Which of the following is acceptable primary identification when checking age?

- A. A library card
- B. A student timetable
- C. A valid passport or government-issued photo ID
- D. A gym membership card



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11. You notice an adult patron buying drinks and handing them to an under-age companion. You should:

- A. Ignore it — the adult bought them
- B. Stop serving that table and address the secondary supply
- C. Serve the minor directly instead
- D. Ask the minor for a tip

12. Roughly how long does the body take to process one standard drink?

- A. About one hour
- B. About five minutes
- C. About ten minutes
- D. About six hours

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13. The best time to plan to refuse service is:

- A. Early, by monitoring and slowing service before a patron is intoxicated
- B. Only after they are very drunk
- C. Never — always keep serving
- D. Only at closing time

14. If an over-served patron leaves and causes harm, who may share legal responsibility?

- A. The server and the establishment, as well as the patron
- B. Only the patron
- C. Only the government
- D. No one

15. Why is teamwork important among serving staff?

- A. It is not important
- B. Staff can share observations about a patron's drinking and intoxication across the shift
- C. It lets one person do all the work
- D. It increases over-service

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16. Match the server's statement with the best practice it promotes: 'I'll keep your drink behind the bar for you while you're in the washroom.'

- A. Actively promote food
- B. Provide good value beverage alternatives
- C. Prevent spiking drinks

17. Which provincial law sets out the main rules for liquor in Nova Scotia?

- A. The Smart Serve Act
- B. The Nova Scotia Liquor Control Act and its regulations
- C. The federal Food and Drugs Act
- D. The Highway Traffic Act

18. If an ID looks altered, damaged, or does not match the person presenting it, you should:

- A. Refuse to accept it and decline liquor service
- B. Serve them anyway to avoid conflict
- C. Accept it if they seem friendly
- D. Serve a non-alcoholic drink and then alcohol

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19. Can a minor remain in a licensed establishment in Nova Scotia?

- A. Never under any circumstances
- B. Only after midnight
- C. It depends on the licence type and conditions — some areas allow minors, others do not
- D. Only if they order alcohol

20. Which of the following can make a person become intoxicated faster?

- A. Eating a large meal first
- B. Drinking on an empty stomach
- C. Drinking water between drinks
- D. Pacing drinks slowly

21. When refusing service, a good approach is to be:

- A. Loud and confrontational
- B. Sarcastic
- C. Calm, polite, firm, and respectful
- D. Dismissive and rushed



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22. The legal duty that can make a licensed establishment responsible for an intoxicated patron's later actions is often called:

- A. Tax liability
- B. Commercial host (or 'dram shop'-style) liability
- C. Product liability
- D. Strict liability for food

23. At closing time, a responsible establishment should:

- A. Serve a final round of doubles
- B. Rush patrons out and ignore impairment
- C. Stop service on time and help impaired patrons arrange safe transport
- D. Lock the doors with patrons drinking inside

24. Recollections of the incident should be gathered from all staff who were present at the event.

- A. True
- B. False

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25. Nova Scotia's responsible beverage service training program is commonly known as:

- A. Smart Serve
- B. ProServe
- C. Serving It Right
- D. It's Good Business

26. When verifying a photo ID, a good practice is to:

- A. Only glance at the birth year
- B. Trust whatever the patron says
- C. Check the photo from across the room
- D. Compare the photo and physical description to the person and check the date of birth



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27. A 17-year-old shows a valid ID proving their age and asks for a beer. You must:

- A. Refuse — they are under 19 regardless of valid ID
- B. Serve one beer
- C. Serve them if a parent is present
- D. Serve a low-alcohol beer

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28. Which is an early behavioural sign that a patron may be becoming impaired?

- A. Reading the menu
- B. Paying the bill
- C. Asking for water
- D. Becoming louder, overly friendly, or changing mood

29. Which is a helpful phrase when refusing further alcohol service?

- A. 'You're cut off, get out.'
- B. 'You can't handle your drink.'
- C. 'Stop embarrassing yourself.'
- D. 'I can't serve you more alcohol, but I can bring water, food, or coffee.'

30. Which practice best reduces an establishment's liability?

- A. Serving doubles to regulars
- B. Ignoring how much patrons drink
- C. Letting patrons self-serve
- D. Monitoring consumption, checking ID, refusing service when needed, and helping with safe transport



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Answer Key & Explanations

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1. C — 19

In Nova Scotia a person must be 19 or older to purchase, possess, or be served liquor. Anyone under 19 is a minor for liquor-service purposes.

2. B — Refuse liquor service because they are under 19

Anyone under 19 cannot be served liquor in Nova Scotia, regardless of appearance or who vouches for them.

3. A — An adult buying or giving liquor to a minor

Secondary supply is when someone of legal age buys or passes liquor to a person under 19. It is unlawful and staff should watch for it.

4. C — The liver

The liver metabolizes most alcohol at a roughly fixed rate. You cannot speed it up with coffee, food, or cold air.

5. B — Showing signs of intoxication

You must not serve liquor to an intoxicated person. Service must stop once a patron shows signs of intoxication.

6. C — Continuing to serve liquor to a patron who is or is becoming intoxicated

Over-service is serving alcohol to a patron who is intoxicated or being pushed past their limit; it is unlawful and a major source of liability.

7. A — Check ID, monitor intoxication, and serve within the law

Every server is responsible for lawful, responsible service — checking ID, watching for intoxication, and following the licence and the law.

8. D — Tell the manager that there is a problem situation developing

9. A — The Nova Scotia Liquor Corporation (NSLC)

The Nova Scotia Liquor Corporation (NSLC) manages the wholesale and retail sale of beverage alcohol in the province.

10. C — A valid passport or government-issued photo ID

Acceptable ID is government-issued and includes a photo, date of birth, and signature — for example a passport, a Nova Scotia driver's licence, or a provincial photo ID card.

11. B — Stop serving that table and address the secondary supply

Passing liquor to a minor is unlawful secondary supply; stop service to the table, remove the drink from the minor, and involve a manager as needed.

12. A — About one hour

On average the body eliminates about one standard drink per hour. Drinking faster than this causes blood



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alcohol to rise.

13. A — Early, by monitoring and slowing service before a patron is intoxicated

Refusals are easier and safer when you act early — slowing service and offering food and water before a patron becomes intoxicated.

14. A — The server and the establishment, as well as the patron

Courts have held that servers and licensed establishments can share liability for harm caused by a patron they over-served — this is sometimes called host or commercial-host liability.

15. B — Staff can share observations about a patron's drinking and intoxication across the shift

Communicating about how much patrons have had — across servers and shifts — prevents accidental over-service and helps spot intoxication early.

16. C — Prevent spiking drinks

17. B — The Nova Scotia Liquor Control Act and its regulations

The Liquor Control Act and the Liquor Licensing Regulations are the primary provincial laws governing the sale and service of liquor in Nova Scotia.

18. A — Refuse to accept it and decline liquor service

If ID appears fake, altered, or does not match the holder, do not accept it and refuse service. Accepting questionable ID exposes you and the establishment to liability.

19. C — It depends on the licence type and conditions — some areas allow minors, others do not

Whether minors may be present depends on the licence type and its conditions; for example, family restaurants differ from age-restricted bars. Minors may never be served liquor.

20. B — Drinking on an empty stomach

An empty stomach speeds alcohol absorption. Food, water, and pacing slow the rise in blood alcohol but do not make someone sober.

21. C — Calm, polite, firm, and respectful

A calm, polite but firm refusal that respects the patron's dignity reduces conflict and is more likely to be accepted.

22. B — Commercial host (or 'dram shop'-style) liability

Commercial host liability means a business that serves alcohol can owe a duty of care to patrons and third parties harmed as a result of over-service.

23. C — Stop service on time and help impaired patrons arrange safe transport

Service must end within licensed hours, and staff should help impaired patrons leave safely with transportation rather than driving.

24. A — True

25. D — It's Good Business

'It's Good Business' is Nova Scotia's responsible beverage service training, which teaches staff how to serve alcohol safely, lawfully, and professionally.



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26. D — Compare the photo and physical description to the person and check the date of birth

Examine the photo, physical description, and date of birth, and make sure they match the person in front of you. Feel the card for alterations if needed.

27. A — Refuse — they are under 19 regardless of valid ID

A valid ID that proves the person is under 19 confirms they are a minor and cannot be served any liquor, even with a parent present.

28. D — Becoming louder, overly friendly, or changing mood

Early signs include changes in mood and behaviour — louder talking, over-friendliness, or irritability — which appear before obvious physical signs.

29. D — 'I can't serve you more alcohol, but I can bring water, food, or coffee.'

Offering a non-alcoholic alternative and help (water, food, transport) softens the refusal and keeps the situation calm.

30. D — Monitoring consumption, checking ID, refusing service when needed, and helping with safe transport

Consistent responsible-service practices — ID checks, monitoring, timely refusals, and arranging safe transport — reduce harm and support a due-diligence defence.



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