



ProServe (Alberta)

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Practice Questions

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1. Which body regulates the sale and service of liquor in Alberta?

- A. Service Alberta
- B. The Alberta Gaming, Liquor and Cannabis (AGLC) commission
- C. The RCMP
- D. Health Canada

2. When should you ask a patron for identification?

- A. Only if they look under 18
- B. Whenever you are unsure they are of legal age (18+)
- C. Only when police are present
- D. Never, it is rude

3. 'Secondary supply' refers to:

- A. A backup liquor delivery
- B. An of-age person buying or passing liquor to a minor
- C. A second bar location
- D. Restocking the bar

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4. Alcohol is a:

- A. Stimulant
- B. Depressant that slows the central nervous system
- C. Vitamin
- D. Type of antibiotic



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5. You decide a patron is intoxicated. You should:

- A. Serve one more 'to be polite'
- B. Stop serving liquor and offer water, food, or a safe ride
- C. Ignore them
- D. Serve a double

6. 'Over-service' means:

- A. Great customer service
- B. Serving liquor to an intoxicated person or beyond safe limits
- C. Serving food too
- D. Fast service

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7. A core responsibility of a liquor server is to:

- A. Sell as much as possible
- B. Serve responsibly and prevent harm
- C. Ignore intoxicated patrons
- D. Avoid checking ID

8. Under the AGLC Act, who is ultimately responsible for ensuring compliance with liquor laws at a licensed premises?

- A. The customers themselves
- B. The bartender on duty
- C. The municipal government
- D. The licensee (licence holder)

9. What does the acronym AGLC stand for?

- A. Alberta Government Licensing Commission
- B. Alberta Gaming, Liquor and Cannabis
- C. Alcohol and Gaming Liquor Council
- D. Alberta General Liquor Control

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10. Which is acceptable government-issued photo ID in Alberta?

- A. A student gym card
- B. An Alberta driver's licence
- C. A library card
- D. A handwritten note

11. If you see an adult buy a drink and hand it to an obvious minor, you should:

- A. Do nothing
- B. Intervene, stop the supply, and may need to remove or refuse further service
- C. Serve them faster
- D. Only tell the minor

12. Which factor does NOT affect how quickly someone becomes intoxicated?

- A. Body weight
- B. Food in the stomach
- C. The colour of the drink
- D. Rate of drinking

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13. The best time to slow or stop service is:

- A. After the patron is heavily intoxicated
- B. Early, before a patron becomes intoxicated
- C. Never
- D. Only at closing

14. Who can be held liable if an over-served patron causes harm after leaving?

- A. Only the patron
- B. The server, the licensee, and potentially the establishment
- C. No one
- D. Only the police

15. Offering food and water alongside liquor service:

- A. Slows business harmfully
- B. Helps patrons pace themselves and reduces intoxication
- C. Is against the rules
- D. Is pointless



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16. What does the AGLC Act say about consuming liquor in public places in Alberta?

- A. It is permitted everywhere
- B. It is only prohibited near schools
- C. It is generally prohibited unless in a designated area
- D. It is allowed if the container is concealed

17. Which provincial statute primarily governs liquor in Alberta?

- A. The Liquor Licence and Control Act
- B. The Gaming, Liquor and Cannabis Act
- C. The Liquor Control Act of Ontario
- D. The Excise Act

18. Which of these is generally an acceptable piece of ID to prove age?

- A. A Canadian passport
- B. A bus pass
- C. A loyalty card
- D. A photo on a phone of someone's licence

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19. Can a minor be inside a licensed premises in Alberta?

- A. Never under any circumstance
- B. It depends on the premises type and AGLC conditions (e.g., minors allowed in many restaurants)
- C. Only after midnight
- D. Only with a passport

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

- A. A few minutes
- B. About one hour
- C. Ten hours
- D. Instantly



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21. When refusing service, you should:

- A. Be aggressive and loud
- B. Be calm, polite, firm and non-judgmental
- C. Mock the patron
- D. Argue about the law

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22. A licensed establishment's 'duty of care' means it must:

- A. Maximize sales
- B. Take reasonable steps to prevent foreseeable harm to patrons and others
- C. Ignore intoxication
- D. Only protect property

23. Before a busy event, a responsible server should:

- A. Pre-pour many doubles
- B. Plan for ID checks, pacing, and how to handle refusals
- C. Hide the water
- D. Disable the lights

24. According to the AGLC Act, what is 'liquor' defined as?

- A. Any beverage that contains alcohol, including beer, wine, and spirits
- B. Only spirits and wine
- C. Any beverage containing more than 5% alcohol
- D. Only beverages sold in licensed premises

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25. ProServe is best described as:

- A. A brand of liquor
- B. Alberta's responsible liquor service training program
- C. A bartending school franchise
- D. A licence to sell cannabis



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26. A valid piece of identification for proving age must include:

- A. A photo only
- B. A name only
- C. A photograph, the holder's name, and date of birth, and be issued by a government
- D. A signature only

27. A minor asks you to buy them a drink. The correct response is:

- A. Buy it quietly
- B. Refuse — supplying liquor to a minor is illegal
- C. Charge them double
- D. Ask a coworker to do it

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28. Which is a common early sign of intoxication?

- A. Improved coordination
- B. Loud or overly friendly behaviour and lowered inhibitions
- C. Sharper focus
- D. Slower drinking

29. A refused patron becomes angry and aggressive. You should:

- A. Fight them
- B. Stay calm, get help/security, and contact police if needed
- C. Serve them to calm them
- D. Threaten them

30. Serving an intoxicated patron is:

- A. Allowed if they pay
- B. An offence under the Gaming, Liquor and Cannabis Act
- C. Encouraged
- D. A minor issue



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Answer Key & Explanations

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1. B — The Alberta Gaming, Liquor and Cannabis (AGLC) commission

The Alberta Gaming, Liquor and Cannabis (AGLC) commission regulates liquor, gaming and cannabis in Alberta and administers the ProServe program.

2. B — Whenever you are unsure they are of legal age (18+)

If you have any doubt that a patron is at least 18, you must ask for valid identification before serving.

3. B — An of-age person buying or passing liquor to a minor

Secondary supply is when an adult of legal age obtains liquor and gives it to a minor — it is illegal.

4. B — Depressant that slows the central nervous system

Alcohol is a depressant: it slows the brain and central nervous system, impairing coordination and judgment.

5. B — Stop serving liquor and offer water, food, or a safe ride

Once a patron shows intoxication, stop liquor service and help with water, food and safe transport.

6. B — Serving liquor to an intoxicated person or beyond safe limits

Over-service is continuing to serve liquor to someone who is, or is becoming, intoxicated.

7. B — Serve responsibly and prevent harm

The server's job includes serving responsibly, monitoring patrons, and preventing alcohol-related harm.

8. D — The licensee (licence holder)

9. B — Alberta Gaming, Liquor and Cannabis

AGLC stands for Alberta Gaming, Liquor and Cannabis, the provincial agency that oversees these areas.

10. B — An Alberta driver's licence

An Alberta driver's licence is a valid government-issued photo ID showing the holder's date of birth.

11. B — Intervene, stop the supply, and may need to remove or refuse further service

You must act on suspected secondary supply: stop it, retrieve the drink if possible, and refuse further service.

12. C — The colour of the drink

Weight, food, gender, rate of drinking and tolerance affect intoxication — the colour of the drink does not.

13. B — Early, before a patron becomes intoxicated

Intervening early — before clear intoxication — is far easier and safer than cutting off someone already impaired.

14. B — The server, the licensee, and potentially the establishment

Both the server and the licensee can share legal liability for harm linked to over-service.

15. B — Helps patrons pace themselves and reduces intoxication

Food and water slow alcohol absorption and help patrons drink more responsibly.



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16. C — It is generally prohibited unless in a designated area

17. B — The Gaming, Liquor and Cannabis Act

Liquor in Alberta is governed by the Gaming, Liquor and Cannabis Act and its regulations, administered by the AGLC.

18. A — A Canadian passport

A valid passport is acceptable. A photo of an ID on a phone is not acceptable — you need the original document.

19. B — It depends on the premises type and AGLC conditions (e.g., minors allowed in many restaurants)

Whether minors may enter depends on the licence class and AGLC conditions; many restaurants allow minors, some bars do not.

20. B — About one hour

The liver processes roughly one standard drink per hour; nothing reliably speeds this up.

21. B — Be calm, polite, firm and non-judgmental

A calm, respectful but firm approach reduces conflict and keeps the situation safe.

22. B — Take reasonable steps to prevent foreseeable harm to patrons and others

Duty of care requires reasonable steps to avoid foreseeable harm, such as not over-serving and helping patrons get home safely.

23. B — Plan for ID checks, pacing, and how to handle refusals

Planning ID checks, monitoring and refusal procedures prepares staff to serve responsibly under pressure.

24. A — Any beverage that contains alcohol, including beer, wine, and spirits

25. B — Alberta's responsible liquor service training program

ProServe is the AGLC's mandatory responsible liquor service training and certification program for Alberta.

26. C — A photograph, the holder's name, and date of birth, and be issued by a government

Acceptable ID is government-issued and shows a photograph, the person's name and their date of birth.

27. B — Refuse — supplying liquor to a minor is illegal

Supplying liquor to a person under 18 is illegal regardless of who physically buys it.

28. B — Loud or overly friendly behaviour and lowered inhibitions

Early signs include becoming loud, talkative or overly friendly as inhibitions lower.

29. B — Stay calm, get help/security, and contact police if needed

Keep your distance, stay calm, involve security or coworkers, and call police if safety is at risk.

30. B — An offence under the Gaming, Liquor and Cannabis Act

It is an offence to sell or serve liquor to an apparently intoxicated person in Alberta.



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