



# Responsible Beverage Service (California)

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## Practice Questions

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**1. What state agency is responsible for licensing and regulating the sale of alcoholic beverages in California?**

- A. California Department of Public Health
- B. California Highway Patrol
- C. California Department of Alcoholic Beverage Control (ABC)
- D. California Department of Consumer Affairs

**2. Which of the following documents is an acceptable primary ID for verifying a customer's age in California?**

- A. A valid U.S. passport
- B. A gym membership card
- C. A social security card
- D. A library card

**3. Which of the following is a common sign that an ID may be fake or altered?**

- A. The customer is nervous about ordering
- B. The customer is with a group of friends
- C. The photo does not look like the person presenting it
- D. The ID is from another state

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**4. What does BAC stand for in the context of alcohol service?**

- A. Beverage Alcohol Content
- B. Bar Accountability Code
- C. Blood Alcohol Concentration
- D. Basic Alcohol Control



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**5. What is the best approach when you need to refuse service to an intoxicated customer?**

- A. Be calm, polite, and firm — do not argue or apologize excessively
- B. Argue with them until they agree to stop drinking
- C. Tell them they are drunk and embarrassing themselves
- D. Offer them one more drink and then cut them off

**6. What is 'dram shop' liability in the context of California alcohol service?**

- A. A liability that only applies to establishments with a full liquor license
- B. A federal regulation governing the size of alcohol servings
- C. Civil liability imposed on a seller of alcohol when an intoxicated patron causes injury to a third party
- D. A type of criminal penalty applied to bartenders who over-serve

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**7. Who has the primary responsibility for ensuring that alcohol is not served to minors or visibly intoxicated persons on a licensed premises?**

- A. Every employee who serves or sells alcohol
- B. Only the ABC-certified manager on duty
- C. Only the security staff at the door
- D. The California ABC agent assigned to the area

**8. Which neighborhood quality of life issue is most affected by the overuse of alcohol?**

- A. Property values
- B. Noise
- C. Traffic congestion
- D. Homelessness

**9. Under California law, what is the latest time that a licensed establishment may sell or serve alcoholic beverages?**

- A. 12:00 midnight
- B. 2:00 AM
- C. 3:00 AM
- D. 4:00 AM



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**10. Which of the following is an acceptable form of ID to verify a customer's age before selling alcohol in California?**

- A. A photocopy of a driver's license
- B. A valid California driver's license
- C. A credit card with the customer's name
- D. A student body card with a photo

**11. What should you check on an ID to detect possible tampering?**

- A. Feel for raised edges, bubbling, or peeling surfaces that suggest the ID has been altered
- B. Check whether the ID is laminated
- C. Verify that the ID was issued on a weekday
- D. Ensure the ID has a hologram from any state

**12. At what BAC is a driver considered legally impaired (per se DUI) in California?**

- A. 0.05%
- B. 0.08%
- C. 0.10%
- D. 0.12%

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**13. When cutting off a customer's alcohol service, what should you offer as an alternative?**

- A. Nothing — just take away the drinks
- B. A lower-alcohol drink like light beer
- C. Non-alcoholic beverages, food, or water
- D. A coupon for their next visit

**14. Under California law, who can potentially sue an alcohol licensee for over-service injuries?**

- A. Only the person who was over-served
- B. Third parties injured by the intoxicated person, in certain circumstances
- C. Only insurance companies
- D. No one — California has abolished dram shop liability



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**15. What should a server do if they disagree with their manager's decision to continue serving an intoxicated customer?**

- A. Follow the manager's instruction since managers are always correct
- B. Quit their job on the spot
- C. Serve the customer but document their disagreement
- D. Refuse to serve the visibly intoxicated customer — the server is personally liable regardless of management pressure

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**16. Irresponsible alcohol sales in a community typically lead to an increase in**

- A. Calls to law enforcement
- B. Home values
- C. Car and home insurance rates
- D. Drug overdoses

**17. What is the earliest time that an establishment may resume selling alcoholic beverages after the nightly closure period?**

- A. 6:00 AM
- B. 7:00 AM
- C. 8:00 AM
- D. 10:00 AM

**18. A customer presents a valid-looking U.S. military ID. Is this acceptable for age verification in California?**

- A. No, only state driver's licenses are accepted
- B. No, military IDs are not government documents
- C. Yes, but only if the customer is in uniform
- D. Yes, a U.S. military ID is an acceptable form of identification

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**19. A minor presents a valid ID belonging to an older sibling. What should you do?**

- A. Accept it because the ID appears valid
- B. Accept it if the minor knows the address on the ID
- C. Accept it if the minor signs a waiver
- D. Refuse service because the person in front of you does not match the ID

**20. Which of the following is an early sign that a customer may be becoming intoxicated?**

- A. Ordering drinks more frequently and becoming louder than before
- B. Asking for a glass of water
- C. Checking their phone often
- D. Choosing a seat near the window

**21. A customer who has been cut off demands that you serve them more alcohol and becomes aggressive. What should you do?**

- A. Serve one more drink to calm them down
- B. Involve a manager or security personnel to assist
- C. Argue back firmly to establish authority
- D. Ignore the customer until they leave

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**22. What is the primary difference between civil and criminal liability in alcohol over-service situations?**

- A. Civil liability results in monetary damages; criminal liability can result in fines and/or imprisonment
- B. Criminal liability only applies to the establishment owner, not employees
- C. Civil liability requires a jury; criminal liability does not
- D. There is no difference — both result in imprisonment

**23. A customer at your bar has been drinking for three hours and is becoming louder and more uncoordinated. Another customer complains. What is your next step?**

- A. Tell the complaining customer to mind their own business
- B. Assess the intoxicated customer, stop alcohol service, and offer food and water
- C. Move the intoxicated customer to a private area and continue serving
- D. Call police immediately without first attempting to manage the situation



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**24. Which symptom is associated with alcohol-impaired driving?**

- A. Increased heart rate
- B. Breathing difficulties
- C. Reduced coordination
- D. Hearing loss

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**25. Which of the following best describes what the California RBS (Responsible Beverage Service) program requires?**

- A. Only managers and owners must complete RBS training
- B. RBS training is optional for all alcohol servers
- C. Only bartenders at nightclubs must complete RBS training
- D. All alcohol servers and their managers must be certified through an ABC-approved RBS program

**26. A valid U.S. passport card (the wallet-size version) presented by a customer — is it acceptable for age verification?**

- A. No, only full-size passports are accepted
- B. No, passport cards are not government-issued
- C. Yes, a U.S. passport card is an acceptable form of ID
- D. Yes, but only in combination with a second ID

**27. A group enters, and you notice one person looks significantly younger than the others. One of the older-looking customers orders drinks for the whole group. What should you do?**

- A. Serve the group since the one ordering is of legal age
- B. Check IDs for all members of the group before serving
- C. Serve the group but watch for signs of passing drinks
- D. Only check the ID of the youngest-looking person

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**28. Which of the following physical signs most strongly indicates that a customer is visibly intoxicated?**

- A. Speaking quietly
- B. Asking for the menu
- C. Sitting alone at the bar
- D. Slurred speech and difficulty walking in a straight line

**29. An intoxicated customer insists they are fine to drive. What should you do?**

- A. Let them leave — it is their responsibility once they leave the premises
- B. Physically block the exit to prevent them from leaving
- C. Offer them another drink to delay their departure
- D. Offer to call a rideshare or taxi, and notify a manager if they attempt to drive

**30. A server knowingly sells alcohol to a visibly intoxicated person who then drives and injures someone. Who may face legal liability?**

- A. Only the driver who caused the accident
- B. Only the establishment owner
- C. Only the server who made the sale
- D. Potentially the server, the establishment, and the owner



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## Answer Key & Explanations

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### 1. C — California Department of Alcoholic Beverage Control (ABC)

The California Department of Alcoholic Beverage Control (ABC) is the state agency that issues licenses and enforces alcohol regulations throughout California.

### 2. A — A valid U.S. passport

A valid U.S. passport is a government-issued photo ID that proves age. Gym memberships, social security cards, and library cards are not acceptable for age verification.

### 3. C — The photo does not look like the person presenting it

A mismatch between the photo on the ID and the person presenting it is a major red flag indicating the ID may be borrowed or altered.

### 4. C — Blood Alcohol Concentration

BAC stands for Blood Alcohol Concentration, the percentage of alcohol in a person's bloodstream. It is the standard measure of intoxication.

### 5. A — Be calm, polite, and firm — do not argue or apologize excessively

The safest approach is to be calm, respectful, and firm. Avoid confrontation, and do not offer more alcohol after deciding to cut off service.

### 6. C — Civil liability imposed on a seller of alcohol when an intoxicated patron causes injury to a third party

Dram shop liability (also called third-party liability) allows injured third parties to sue the establishment that over-served the person who caused their injury.

### 7. A — Every employee who serves or sells alcohol

Every employee who participates in the sale or service of alcohol shares responsibility. RBS training is required for all servers, not just managers.

### 8. B — Noise

### 9. B — 2:00 AM

California Business and Professions Code prohibits the sale of alcohol between 2:00 AM and 6:00 AM. Sales must stop by 2:00 AM.

### 10. B — A valid California driver's license

A valid, unexpired California driver's license is one of the primary acceptable forms of ID for age verification. Photocopies and non-government IDs are not acceptable.

### 11. A — Feel for raised edges, bubbling, or peeling surfaces that suggest the ID has been altered

Altered IDs often show raised edges, bubbling laminate, peeling corners, or uneven surfaces. Physical examination helps detect tampering.



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**12. B — 0.08%**

In California, a BAC of 0.08% or higher establishes a per se DUI for drivers 21 and over. For commercial drivers it is 0.04%, and for those under 21 it is 0.01%.

**13. C — Non-alcoholic beverages, food, or water**

Offering water, food, or non-alcoholic alternatives is a professional way to manage the refusal, keeping the customer comfortable while stopping alcohol service.

**14. B — Third parties injured by the intoxicated person, in certain circumstances**

California Business and Professions Code Section 25602.1 allows certain third-party lawsuits when an obviously intoxicated minor or habitual drunkard was served and then caused injury.

**15. D — Refuse to serve the visibly intoxicated customer — the server is personally liable regardless of management pressure**

Each server is personally liable for their own actions. A manager's instruction does not absolve a server of legal liability for serving a visibly intoxicated person.

**16. A — Calls to law enforcement**

**17. A — 6:00 AM**

California law prohibits alcohol sales between 2:00 AM and 6:00 AM, so sales may resume at 6:00 AM.

**18. D — Yes, a U.S. military ID is an acceptable form of identification**

A valid U.S. military identification card is an acceptable government-issued photo ID for verifying a customer's age in California.

**19. D — Refuse service because the person in front of you does not match the ID**

Even if the ID itself is genuine, using someone else's ID is fraud. If the person does not match the physical description on the ID, refuse service.

**20. A — Ordering drinks more frequently and becoming louder than before**

Increased ordering frequency, growing loudness, or a shift in behavior pattern are early signs of intoxication that a server should notice.

**21. B — Involve a manager or security personnel to assist**

When a customer becomes aggressive after being refused service, escalate to a manager or security. Do not serve more alcohol to pacify them.

**22. A — Civil liability results in monetary damages; criminal liability can result in fines and/or imprisonment**

Civil liability means the harmed party can sue for compensation. Criminal liability means the government can prosecute the server or licensee, potentially resulting in imprisonment.

**23. B — Assess the intoxicated customer, stop alcohol service, and offer food and water**

Assess the patron's condition, stop alcohol service, and offer non-alcoholic alternatives. Escalate to management or security if the behavior worsens.

**24. C — Reduced coordination**

**25. D — All alcohol servers and their managers must be certified through an ABC-approved RBS program**



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California's RBS Act (AB 1221) requires that all servers of alcohol and their managers complete ABC-approved RBS training and certification.

**26. C — Yes, a U.S. passport card is an acceptable form of ID**

The U.S. passport card is issued by the federal government and is an acceptable primary ID for age verification in California.

**27. B — Check IDs for all members of the group before serving**

When purchasing for a group, all members present who will consume alcohol should be ID-checked. Allowing known minors to be part of the transaction violates California law.

**28. D — Slurred speech and difficulty walking in a straight line**

Slurred speech and impaired coordination are two of the clearest indicators of visible intoxication. Service should be stopped immediately.

**29. D — Offer to call a rideshare or taxi, and notify a manager if they attempt to drive**

Offering alternative transportation is the responsible action. If they attempt to drive, alerting management and potentially calling 911 may be necessary to prevent harm.

**30. D — Potentially the server, the establishment, and the owner**

Both the server who made the sale and the establishment (licensee) can face civil and criminal liability. All parties in the chain of service may be held responsible.



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