



Smart Serve (Ontario)

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Practice Questions

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1. Which provincial body regulates the sale and service of alcohol in Ontario?

- A. The Ontario Provincial Police
- B. Service Ontario
- C. The Alcohol and Gaming Commission of Ontario (AGCO)
- D. Health Canada

2. When should you ask a customer for identification?

- A. Only after they have ordered three drinks
- B. Whenever they appear to be under 25 or you are unsure they are of legal age
- C. Never, it is rude
- D. Only on weekends

3. It is illegal in Ontario to:

- A. Allow anyone under 25 into a bar
- B. Sell, serve, or supply alcohol to anyone under 19
- C. Let a 19-year-old order a drink
- D. Serve alcohol with a meal

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4. What is the only thing that will sober up an intoxicated person?

- A. Coffee
- B. A cold shower
- C. Time
- D. Fresh air



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5. The best approach to preventing intoxication is to:

- A. Wait until a patron is drunk, then cut them off
- B. Intervene early by slowing service and offering food and water
- C. Never serve anyone
- D. Only stop service at closing

6. In Ontario, a server or establishment can be held legally responsible if:

- A. A patron enjoys their meal
- B. A patron tips poorly
- C. An intoxicated patron they over-served later causes harm to themselves or others
- D. A patron orders water

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7. A key responsibility of every alcohol server is to:

- A. Sell as much alcohol as possible
- B. Serve responsibly and prevent harm to patrons and the public
- C. Avoid talking to customers
- D. Let patrons pour their own drinks

8. The government of Canada issues licences for the sale and service of alcohol in Ontario.

- A. True
- B. False

9. A customer consumes a 12 oz glass of craft beer with an alcohol volume of 5%. How many standard drinks did they ingest?

- A. 1.0 standard drink
- B. 1.0 standard drink(s)
- C. 2.5 standard drinks
- D. 0.75 standard drink

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10. What is the name of the program that certifies responsible alcohol service in Ontario?

- A. TIPS Ontario
- B. Smart Serve
- C. ProServe
- D. ServSafe Alcohol

11. Which of the following is an acceptable form of identification in Ontario?

- A. A library card
- B. A student ID card
- C. A valid Ontario driver's licence
- D. A credit card

12. An adult buys a drink and hands it to their underage friend in the bar. This is:

- A. Perfectly legal
- B. Only a problem if they get caught
- C. Illegal secondary supply that staff must prevent
- D. Encouraged to keep customers happy

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13. On average, how long does the body take to process roughly one standard drink?

- A. About 10 minutes
- B. About one hour
- C. About 5 minutes
- D. About 4 hours

14. When refusing further alcohol service, you should:

- A. Be polite, calm, firm, and non-judgmental
- B. Be loud and embarrass the patron
- C. Argue about how much they drank
- D. Blame the patron



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15. The legal duty that can make a server responsible for an over-served patron's actions is often called:

- A. A duty of care
- B. A duty of sales
- C. Freedom from liability
- D. A loyalty duty

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16. Offering food and water to drinking patrons is a good practice because it:

- A. Helps slow alcohol absorption and keeps patrons more comfortable
- B. Increases intoxication
- C. Is required for every order
- D. Replaces the need to monitor patrons

17. What is the minimum age for someone to serve or sell alcohol in Ontario?

- A. 16
- B. 17
- C. 18
- D. 19

18. If a guest is consuming alcohol while experiencing an empty stomach, how will it affect their intoxication rate?

- A. It will significantly slow down their intoxication.
- B. It will have no measurable impact on BAC.
- C. It will cause them to become impaired much faster.
- D. It only impacts physical traits, not cognitive functions.

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19. Which Act currently governs the sale and service of liquor in Ontario?

- A. The Liquor Control Act
- B. The Alcohol Safety Act
- C. The Public Houses Act
- D. The Liquor Licence and Control Act, 2019



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20. Why is an Ontario health card generally NOT recommended as proof of age?

- A. It has no photo
- B. It is too small
- C. It expires too quickly
- D. Provincial law restricts requiring it for identification purposes

21. A parent wishes to order a beer for their 17-year-old at your licensed restaurant. You should:

- A. Refuse, because it is illegal to serve alcohol to a minor even with parental consent
- B. Serve it because the parent consented
- C. Serve a small amount
- D. Serve it if the parent signs a waiver

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22. Which of the following is an example of one standard drink in Canada?

- A. 341 mL (12 oz) of 5% beer
- B. One litre of beer
- C. Three shots of spirits
- D. A full bottle of wine

23. A good non-confrontational technique when slowing service is to:

- A. Refuse to speak to the patron
- B. Hide their drink
- C. Offer water, food, or coffee and engage the patron in conversation
- D. Take their car keys without asking

24. 'Over-service' means:

- A. Serving food too quickly
- B. Giving excellent customer service
- C. Serving too many appetizers
- D. Continuing to serve alcohol to an intoxicated person

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25. When a patron has clearly had too much, the responsible options include:

- A. Serving one more 'for the road'
- B. Ignoring them
- C. Offering water, food, and arranging a safe ride home
- D. Giving them their keys quickly

26. You could be held civilly and/or criminally liable if you serve too much alcohol to a customer.

- A. True
- B. False

27. A customer consumes a 16 oz glass of craft beer with an alcohol volume of 6%. How many standard drinks did they ingest?

- A. 1.0 standard drink
- B. 1.6 standard drink(s)
- C. 2.5 standard drinks
- D. 0.75 standard drink

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28. In Ontario, who is required to be Smart Serve certified?

- A. Anyone who sells, serves, or handles alcohol at a licensed establishment
- B. Only the bar owner
- C. Only bartenders, not servers
- D. Only kitchen staff

29. A valid piece of ID for verifying age should contain:

- A. A photo, the person's name, and their date of birth
- B. Only a signature
- C. Only a photo
- D. Only a date of birth

30. If you suspect a group is buying alcohol to pass to minors, you should:

- A. Ignore it
- B. Serve faster to move them along
- C. Only watch the minors
- D. Monitor the situation and refuse or stop service if supply to minors occurs



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Answer Key & Explanations

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1. C — The Alcohol and Gaming Commission of Ontario (AGCO)

The Alcohol and Gaming Commission of Ontario (AGCO) regulates and licenses the sale and service of alcohol in Ontario.

2. B — Whenever they appear to be under 25 or you are unsure they are of legal age

Ask for ID whenever a customer appears under a safe buffer age (commonly 25) or whenever you are not certain they are at least 19.

3. B — Sell, serve, or supply alcohol to anyone under 19

Selling, serving, or supplying alcohol to anyone under the legal drinking age of 19 is illegal in Ontario.

4. C — Time

Only time allows the body to metabolize alcohol. Coffee, cold showers, or food do not speed up sobering.

5. B — Intervene early by slowing service and offering food and water

Early intervention (slowing service, offering food and non-alcoholic drinks) is far easier and safer than cutting off an already-intoxicated patron.

6. C — An intoxicated patron they over-served later causes harm to themselves or others

Servers and establishments can face civil liability if they over-serve a patron who then injures themselves or others, for example in a crash.

7. B — Serve responsibly and prevent harm to patrons and the public

Servers are responsible for serving alcohol responsibly and helping keep patrons and the public safe.

8. B — False

False. The Alcohol and Gaming Commission of Ontario (AGCO), which is an arm's length agency of the Ontario Government (not the federal government), issues licences for the sale and service of alcohol in Ontario. The AGCO can also suspend or revoke a licence.

9. B — 1.0 standard drink(s)

Using the Smart Serve formula: $(\text{Ounces} \times \text{ABV}\%) / 60 = \text{Standard Drinks}$. $(12 \times 5) / 60 = 1.0$ standard drinks.

10. B — Smart Serve

Smart Serve is Ontario's AGCO-recognized responsible alcohol service training and certification program.

11. C — A valid Ontario driver's licence

Acceptable ID must be government-issued with a photo, name and date of birth, such as a valid Ontario driver's licence.

12. C — Illegal secondary supply that staff must prevent

Passing alcohol to a minor (secondary supply) is illegal; staff must watch for and stop drinks being handed to underage patrons.



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13. B — About one hour

The liver metabolizes alcohol at an average rate of about one standard drink per hour.

14. A — Be polite, calm, firm, and non-judgmental

Refuse service calmly, politely and firmly, without judging or embarrassing the patron, to reduce conflict.

15. A — A duty of care

Servers and licensees owe a duty of care to patrons and the public, which can create liability when alcohol is served irresponsibly.

16. A — Helps slow alcohol absorption and keeps patrons more comfortable

Food and water can slow alcohol absorption and support responsible service, though they do not prevent intoxication.

17. C — 18

The minimum age to serve or sell alcohol in Ontario is 18. Note that the legal drinking age (minimum age to purchase or consume alcohol) is 19.

18. C — It will cause them to become impaired much faster.

Drinking on an empty stomach allows alcohol to pass directly into the small intestine, where it is rapidly absorbed into the bloodstream.

19. D — The Liquor Licence and Control Act, 2019

The Liquor Licence and Control Act, 2019 (LLCA) and its regulations govern the sale and service of liquor in Ontario.

20. D — Provincial law restricts requiring it for identification purposes

Ontario law restricts businesses from requiring the health card for identification, so it is not used to verify age for alcohol service.

21. A — Refuse, because it is illegal to serve alcohol to a minor even with parental consent

In a licensed establishment it is illegal to serve alcohol to anyone under 19, regardless of parental consent.

22. A — 341 mL (12 oz) of 5% beer

One Canadian standard drink is about 341 mL (12 oz) of 5% beer, 142 mL (5 oz) of 12% wine, or 43 mL (1.5 oz) of 40% spirits.

23. C — Offer water, food, or coffee and engage the patron in conversation

Offering water, food or coffee and engaging the guest helps slow consumption without direct confrontation.

24. D — Continuing to serve alcohol to an intoxicated person

Over-service is continuing to serve alcohol to a patron who is already intoxicated, which is both illegal and a liability risk.

25. C — Offering water, food, and arranging a safe ride home

Responsible options are to stop alcohol service, offer non-alcoholic drinks and food, and help arrange safe transport.

26. A — True

True. The Liquor Licence and Control Act outlines the laws and regulations affecting the sale and service of alcohol in Ontario. This includes ensuring that you never serve a customer to the point of intoxication. Not



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complying with the laws and regulations could result in you being held civilly and/or criminally liable.

27. B — 1.6 standard drink(s)

Using the Smart Serve formula: $(\text{Ounces} \times \text{ABV}\%) / 60 = \text{Standard Drinks}$. $(16 \times 6) / 60 = 1.6$ standard drinks.

28. A — Anyone who sells, serves, or handles alcohol at a licensed establishment

Anyone who sells, serves, samples, or handles alcohol at a licensed establishment must be Smart Serve certified, including servers, bartenders, managers and security.

29. A — A photo, the person's name, and their date of birth

Acceptable ID must show the holder's photo, name and date of birth, and be issued by a government authority.

30. D — Monitor the situation and refuse or stop service if supply to minors occurs

Staff should monitor for secondary supply and refuse or stop service if alcohol is being passed to underage individuals.



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