



## **BIIAB LEVEL 2 INTRODUCTION TO LICENSED RETAIL OPERATIONS**

### **Specimen Questions**

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The specimen examination questions contained in this publication are representative of the type of questions used to assess candidates taking the LEVEL 2 INTRODUCTION TO LICENSED RETAIL OPERATIONS examination.

Candidates are assessed by a 40 question, 45 minute, multiple choice examination. Candidates have to answer correctly 32 out of 40 questions to pass.

The answers to each of these questions are shown on the last page.

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### Specimen Questions

- 1 Where should an employer display a written health and safety policy?
  - A In a place where the cleaners will see it
  - B In a prominent place on the premises
  - C In the managers office only
  - D In the staff toilets only
  
- 2 What is the **correct** definition of the 'break even point'?
  - A All running costs are covered without making a profit
  - B All running costs are covered without making a profit or loss
  - C Most running costs are covered without making a loss
  - D Most running costs are covered without making a profit or loss
  
- 3 With regard to the security of cash on the premises, what is confidential information which should **never** be discussed outside work?
  - A Banking procedures, cocktail recipes and holidays
  - B New promotions, menu ideas and best selling items
  - C Product launches, advertising and pricing
  - D Staffing, key holders and alarm codes
  
- 4 Which spirits **must** be sold in measures of 25 ml or 35 ml, or multiples thereof?
  - A Gin, rum, vodka and whisky
  - B Port, sherry, vodka and rum
  - C Rum, brandy, gin and port
  - D Sherry, brandy, vodka and whisky
  
- 5 Who enforces the National Minimum Wage?
  - A Department for Work and Employment
  - B Department of Trade and Industry
  - C HM Revenue and Customs
  - D HM Treasury and Finances
  
- 6 What information should be included in a job description for an employee?
  - A Job title, who the employee reports to, general description of main duties and tasks
  - B Name of the premises licence holder, business name and contact details
  - C Required qualifications, skills and desirable personality traits
  - D Salary, annual leave, pension and medical cover, plus any other benefits included

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- 7 One benefit of delegating work to staff members is that it:
- A Ensures that all staff are busy all of the time
  - B Enables more sales and profit to be made by the team
  - C Means that the managers can monitor the staff
  - D Motivates staff members by increasing responsibility
- 8 With regard to a SWOT analysis, what do the letters 'O' and 'T' stand for?
- A Observations and training
  - B Operations and timescales
  - C Opportunities and threats
  - D Output and turnover
- 9 Which factor would **not** influence the customer's view of good customer service?
- A Accessibility of the premises
  - B Colours of the soft furnishings
  - C Employee social skills
  - D Good signage within the premises
- 10 How should pint glasses be held when serving customers?
- A Around the base of the glass
  - B Around the middle of the glass
  - C By the rim of the glass
  - D By the side of the glass
- 11 What information needs to be considered when calculating the cost of a dish?
- A Availability of fresh ingredients, plate size and kitchen staffing costs
  - B Cost of ingredients, the standard recipe and portion size
  - C Gas and electricity costs, quality of ingredients and number of kitchen staff
  - D Kitchen size, storage space for ingredients and the cost of required crockery
- 12 How many category C or D gaming machines are licensed premises automatically entitled to provide?
- A 2 machines
  - B 4 machines
  - C 6 machines
  - D 8 machines

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### Answers

Q	Answer	Assessment Criteria
1	B	1.1 The required Health & Safety documents, records and certification, and the requirements for the exhibition of such documentation
2	B	2.2 Retail selling price, gross and net profit margins, break even levels, fixed and variable costs and VAT
3	D	3.2 How to ensure cash and stock is secure on the premises
4	A	4.1 The legal measures for beers, ciders, wines and spirits
5	C	5.1 The law with regard to the national minimum wage
6	A	6.1 The key elements of a job description and personal specification
7	D	7.3 The benefits of and how to delegate to staff
8	C	8.1 How to develop a marketing plan and the key marketing tools (SWOT analysis, market segmentation, marketing objectives)
9	B	9.1 The essential elements of effective customer service
10	A	10.3 Best practice guidelines for the service and presentation of drinks
11	B	11.4 Factors involved in costing a dish and information required in a dish specification
12	A	12.1 The law with regard to gaming, betting, lotteries and AWP machines

Please note that the assessment criteria numbering does **not** refer to the Introduction to Licensed Retail Operations CD. The learning outcomes and assessment criteria can be found in the centre manual, Section 1.