

**BIIAB LEVEL 2 NATIONAL CERTIFICATE  
FOR DOOR SUPERVISORS  
UNIT 2: Conflict Management**

**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 NATIONAL CERTIFICATE FOR DOOR SUPERVISORS, UNIT 2 examination.

Candidates are assessed by a 40 question, 60 minute, multiple choice examination. Candidates are required to watch a series of 4 video clips before answering the questions. The pass mark is 24 out of 40.

In this specimen paper candidates will watch the specimen video and answer a total of 10 questions relating to one video clip.

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

# LEVEL 2 NATIONAL CERTIFICATE FOR DOOR SUPERVISORS

## UNIT 2: Conflict Management

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### Specimen Questions

#### Scenario 1: Dealing with customers who refuse to leave

- 1 Initially, what possible threat should the door supervisor identify in the scene?
  - A The bottles and glasses could be used as offensive weapons
  - B The physical size of the customers compared to himself
  - C The white male customer is more likely to get violent
  
- 2 On first contact, how does the black door supervisor potentially trigger a conflict?
  - A By his smart appearance
  - B By showing he is stronger than the customers
  - C By using inappropriate body language
  
- 3 In dealing with the customers, what aspect of positive communication does the black door supervisor fail to control?
  - A His eye contact
  - B His tone of voice
  - C His arm movements
  
- 4 Which of the following contributes **most** to the black door supervisor losing his self-control?
  - A He does not agree with the customers
  - B He does not manage the customers' abuse appropriately
  - C He is not assertive enough with the customers
  
- 5 A If the black door supervisor had had a colleague to cover him, where would have been the **best** place for that colleague to stand?
  - A In a position where he could see everyone but where he would not be near enough to be drawn in
  - B Next to the door supervisor so that he could see all the customers and the customers could see him
  - C Where he could see everyone and be near enough to be drawn in

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- 6 The white customer's loss of face because his friends say he cannot handle his drink, is **most** likely to be:
- A A psychological barrier
  - B A trigger
  - C An inhibitor
- 7 What does the black door supervisor hope to gain by leaving the Asian customer to deal with his friends?
- A He is able to switch his attention to the other customers
  - B The Asian customer will persuade the others to leave quietly
  - C The female customer will separate the two males
- 8 What is the **first** sign that the two male customers are becoming aggressive with each other?
- A When the Asian customers pushes the white customer
  - B When the customers' voices are raised
  - C When the white customer stands up
- 9 What is the **main** benefit of the door supervisors separating the two male customers?
- A It allows the door supervisor to become a barrier between the two customers
  - B It draws the customers' attention away from each other
  - C It increases the personal space between the customers and the door supervisors
- 10 At the end of the scene, what technique does the white door supervisor use to try to calm the customer down?
- A He delivers a gift
  - B He offers a win-win situation
  - C He shows empathy

## LEVEL 2 NATIONAL CERTIFICATE FOR DOOR SUPERVISORS

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#### Answers

Q	Answer	Assessment Criteria
1	A	C3 Identify common risks using POP
2	C	D2 Show an understanding of verbal and non-verbal communication
3	B	D1 Show an understanding of basic communication skills
4	B	G1 State the importance of managing expression
5	A	G5 Understand how to use 'contact and cover', 'passing the baton', 'drawing around' and 'switching'
6	B	B3 Identify common 'triggers' and 'inhibitors'
7	B	G6 Understand how to use exit strategies
8	B	G2 Understand the signs of escalation
9	B	G5 Understand how to use 'contact and cover', 'passing the baton', 'drawing around' and 'switching'
10	C	H3 Understand how empathy can resolve conflict

Please note that the assessment criteria numbering does **not** refer to the National Certificate for Door Supervisors handbook. The learning outcomes and assessment criteria can be found in the centre manual, Section 1.