

**BIIAB NATIONAL CERTIFICATE
FOR DOOR SUPERVISORS (SCOTLAND)
UNIT 2: Conflict Management**

Specimen Questions

The specimen examination questions contained in this publication are representative of the type of questions used to assess candidates taking the NATIONAL CERTIFICATE FOR DOOR SUPERVISORS (SCOTLAND), 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.

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Specimen Questions

Scenario 1: Dealing with customers who refuse to leave

- 1 Initially, what possible threat should the door steward 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 steward 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 steward fail to control?
 - A His eye contact
 - B His tone of voice
 - C His choice of words

- 4 Which of these contributes **most** to the black door steward 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 If the black door steward 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 steward 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 steward 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 stewards separating the two male customers?
- A It allows the door steward 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 stewards
- 10 At the end of the scene, what technique does the white door steward use to try to calm the customer down?
- A He delivers a gift
 - B He offers a win-win situation
 - C He shows empathy

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Answers

Q	Answer	Assessment Criteria
1	A	3.3 Identify common risks using POP
2	C	4.2 Show an understanding of verbal and non-verbal communication
3	B	4.1 Show an understanding of basic communication skills
4	B	7.1 State the importance of managing expression
5	A	7.5 Understand how to use 'contact and cover', 'passing the baton', 'drawing around' and 'switching'
6	B	2.3 Identify common 'triggers' and 'inhibitors'
7	B	7.6 Understand how to use exit strategies
8	B	7.2 Understand the signs of escalation
9	B	7.5 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 (Scotland) handbook. The learning outcomes and assessment criteria can be found in the centre manual, Section 1.