

Ålands Yrkesgymnasium
Hotell- och Restaurangprogrammet

THE "Serveringspass" – ENGLISH EDITION

EXERCISE COMPENDIUM

The purpose of the compendium is to be an aid when preparing for the real "alkopass" test.
The questions in the exercise compendium are similar to the questions in the actual test.

Detailed questions about applications for a license, administration, forms, fees, etc
can be found through the internet links below.

ÅMHM - Ålands miljö- och hälsoskyddsmyndighet
<http://www.amhm.ax/alkohol>

The State Department of Åland
<https://www.ambetsverket.ax/statens-ambetsverk-pa-aland>

VALVIRA – National Supervisory Authority for Welfare and Health
<http://www.valvira.fi/web/sv/alkohol/servering>

VALVIRA - Serving of alcoholic beverages on licensed premises in Finland (Guidelines-Finland)
<https://www.valvira.fi/web/en/alkohol/serving-alkohol>

AVI – Regional State Administrative Agencies (Finland)
<https://avi.fi/en/services/individuals/licences-notices-and-applications/alkohol-serving-and-sales>

TUKES – Finnish Safety and Chemicals Agency
<https://tukes.fi/en/products-and-services/measuring-instruments/measuring-alcoholic-drinks-in-restaurants>

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Contact:

Ari Wolff
Ålands Yrkesgymnasium Hotell- och Restaurangprogrammet
Strandgatan 1
22100 Mariehamn
Tel: +358 (0)18 536300
Mail: ari.wolff@gymnasium.ax

ALCOHOLIC BEVERAGES - DEFINITIONS

Explain:

- Alcoholic beverage: Over _____ vol % - Up to _____ vol %
- Alcoholic beverage **requiring** a serving license: Over _____ vol % - Up to _____ vol%
- Alcoholic substance **NOT** requiring serving license Över _____ Vol % - Up to _____ vol %
- "Intended to be consumed"

- Vol % = Volymprocent, or ABV

Alcohol percentage of the beverage types:

- Strong alcoholic beverage: Over _____ vol %
- Mild alcoholic beverage: Up to _____ vol %
- Beer requiring a licence: Over _____ vol %

The guest orders a "mellanöl" or "Mellis", what's that?

Alcohol - free beverages according to the alcohol act:

- Alcohol free beverage Up to _____ vol %
- Alcohol free beverage according to EU Up to _____ vol %
- Alcohol free beer according to Finnish Act Up to _____ vol %
- Mild beer (class 1) Up to _____ vol %

SERVING LICENCE

What are the basic requirements to get a serving license?

1.

2.

Can you automatically serve all types of alcoholic beverages if you get a serving license

| True (Right) or False (Wrong)? | True | False |
|--|------|-------|
| Export-beers, fortified wines and all types of liqueurs are strong alcoholic beverages | True | False |
| Vodkas, gins, and whiskies are strong alcoholic beverages | True | False |
| Export-beers, ciders, and alco-pops are mild alcoholic beverages | True | False |
| Red wines, white wines, and fruit wines are strong alcoholic beverages | True | False |
| Genevers, aquavits, and grappas are mild alcoholic beverages | True | False |
| Cognacs, tequilas och rums are strong alcoholic beverages | True | False |

Who grants the serving licenses?

On the Aaland Islands

1. AVI
2. ÅMHM
3. VALVIRA

In Finland:

1. AVI
2. EVIRA
3. VALVIRA

| True or false | Rätt | Fel |
|--|------|-----|
| A catering firm must have a physical restaurant with a serving license to get a catering license to serve alcoholic beverages on caterings | Rätt | Fel |
| Nowadays a group of restaurants can use one common serving area, e.g. a market square on a festival | Rätt | Fel |
| A new restaurant entrepreneur can get a serving license without a self supervision-plan; it can be done afterwards | Rätt | Fel |
| A tourist entrepreneur can get a serving license to serve alcoholic beverages on resting places along a hiking route | Rätt | Fel |
| If the premises of a clubhouse have a serving license once, one still has to apply for a temporary license for every new occasion when serving alcoholic beverages | Rätt | Fel |
| A restaurant can serve guests own private alcoholic beverages free of charge in the guests own private premises or in the restaurant's premises that are NOT part of the licensed premises | Rätt | Fel |

ALCOHOLIC BEVERAGES – In the restaurant

List of different merchants who are licensed to sell alcoholic beverages to Restaurants and other serving license holders

- 1.
- 2.
- 3.
- 4.

What are the directives concerning alcoholic beverages that the restaurant has purchased

- 1.
- 2.
- 3.

What does the legislation state about the guest's alcoholic beverages?

- 1.
- 2.
- 3.

| True (Right) or false (wrong) | True | False |
|---|------|-------|
| Guests can keep their beer in the restaurant's beer fridge provided the bag or case has a note of the guest's name on it | True | False |
| Restaurants do not have to keep written stock over the alcoholic beverages but must be able to verify their purchases with, e.g. receipts | True | False |
| A restaurant owner with many restaurants can freely transport, e.g. a case of wine from restaurant A:s stock to restaurant B:s stock | True | False |
| If a restaurant closes for good, the alcoholic beverages left in stock can be consumed free of cost at a final staff party | True | False |
| Restaurants are to have an adequate selection of alcohol-free beverages at reasonable prices | True | False |
| A restaurant can buy tax-free alcoholic beverages from one of the ferryboats, e.g. Viking Line, and serve it provided they save the receipts? | True | False |

RETAIL SALE

A license applied to sell alcoholic beverages retail in the restaurant is from

1. ÅMHM
2. The State Department of Åland
3. VALVIRA

What is the alcohol content when selling retail from a restaurant

1. 2,8 % 22,0 %
2. 1,2 % - 4,7 %
3. 2,8 – 8,0 %

What are the sales hours when selling alcoholic beverages retail in a restaurant

1. 09.00 – 21.00
2. 08.00 – 18.00
3. 09.00 – 01.30

| True (right) or false (wrong) | True | False |
|---|------|-------|
| A restaurant is free to choose the selection of alcoholic beverages it is selling retail | True | False |
| Retail selling of alcoholic beverages requires a separate self-supervision plan | True | False |
| A restaurant can sell draught beer to a guest with own plastic bottle as long as the bottle is clean and has a tight screw cork | True | False |

THE SEMIANNUAL REPORT

The semiannual report is made

1. Once a year
2. Twice a year
3. Quarterly every year

The semiannual report helps the authorities to

1. Keep control over the whole sellers and retail sellers of alcoholic beverages
2. Follow the development of the industry and prevent a grey economy and financial crimes.
3. Control that the restaurants keep an adequate stock of mild alcoholic beverages

Sales account to report in the semiannual report

- 1.
- 2.

Other facts about alcoholic beverages reported in the semiannual report

THE SERVING AREA

What are the general rules for the serving areas?

- 1.
- 2.
- 3.

Things to observe when serving on outdoor areas

1.

2.

Explain what the F-18 rule means on a restricted serving area on a sports or music event means

Things to inform a newly employed staff member about serving areas

1.

2.

3.

| True (right) or false (Wrong) | True | False |
|---|------|-------|
| A restaurant can expand or change the serving areas inside the same building just by leaving a notification to the authorities | True | False |
| Customers under 18 can be allowed to be in a serving area on a spectators stand, e.g. on a football match, provided the control is arranged so that they can't get hold of or drink alcoholic beverages | True | False |

TIMES and SERVING HOURS

What times are you allowed to serve alcoholic beverages?

Start from _____ o'clock, ending at _____ o'clock

After that, the customers are allowed to _____ o'clock to finish their alcoholic beverages

| True (Right) or false (Wrong) | True | False |
|---|------|-------|
| If the serving of alcoholic beverages end at 01.30 o'clock, all customers must leave the premises latest at 02.00 o'clock, | True | False |
| If the serving of alcoholic beverages end at 01.30 o'clock, customers are allowed to stay until 02.30 to finish their alcoholic beverages | True | False |
| Nowadays, a restaurant can be open all weekdays, every hour - 24/7 – to sell food and non-alcoholic beverages | True | False |
| It's up to the restaurant to decide if the serving of alcoholic beverages should start later than 09.00 o'clock or end earlier than 01.30 o'clock | True | False |
| Provided all alcoholic drinks are removed, the guests can continue their stay in the restaurant after 01.30 o'clock. | True | False |
| The license holder must appoint a security officer when the serving time is beyond 01:30. | True | False |
| Serving alcohol from 07.00 o'clock is possible for hotels that serve breakfasts, e.g. a Champagne breakfast | True | False |
| Restaurants on Aaland Islands can apply for extended serving time to 04.30 | True | False |
| Restaurants on Aaland Islands can automatically extend their serving hours for alcoholic beverages to 03.30 during the summer months June, July, and August | True | False |
| A mild beer with up to 2,8 vol% after 02.30 o'clock is forbidden | True | False |

Are there any cases when the restaurant can close earlier?

1.

2.

On what occasions can the serving time be extended to 03.00 o'clock without any notification

| True or False | Rätt | Fel |
|--|------|-----|
| Finnish Defence Force's Day 4 June | Rätt | Fel |
| The night before New Year's Day | Rätt | Fel |
| The night before Mother's and Father's day | Rätt | Fel |
| Finland's Independence Day | Rätt | Fel |
| Night before May Day | Rätt | Fel |
| The "Culture Night" in august | Rätt | Fel |
| The night before Midsummer's Day | Rätt | Fel |
| Aaland Islands Independence Day | Rätt | Fel |

ALCOHOL SERVINGS and SIZES

How much can you serve a customer at one time?

Can you serve alcoholic beverages without any limits?

Who decides in reality how much that can be served

What are the essential servings the customer must be able to order

| Alcoholic beverage vol% | Serving cl | Examples |
|-------------------------|------------|--|
| Over 22 % - Up to 80 % | | Vodka, gin, brandy, rum, whisky, strong liqueurs, strong bitters |
| Over 15 % - Up to 22 % | | Vermouth, sherry, port wine, mild liqueurs, mild bitters |
| Over 8 % - Up to 15 % | | White wine, red wine, rosé wine, sparkling wines, fruit- berry wines |
| Över 2,8 % - Up to 8 % | | Beer, cider, alco-pops |

What is to be noted about serving "doubles" and " multiples."

Can it ever be motivated to serve four servings at one time? After all, it's 16 cl, e.g. vodka.

How much alcohol is allowed in a mixed drink?

What are the recommendations given by ÅMHM when bottle serving?

1. Naturally fermented wines:

2. Strong alcohol, i.e. spirits:

MEASURES and MEASURING

What does the "fair play" principle mean? Choose from alternatives:

1. The guest should always get a receipt or a bill
2. The guest must be able to trust that the right brand and correct amount is served
3. The guest should be able to trust that all staff members are at least 18

What is the general principle when measuring alcoholic beverages in restaurants

Different kinds of measuring instruments

- 1.
- 2.
- 3

How often do you have to verify capacity serving measures, a.k.a. "jiggers."

1. Every three years
2. Every year
3. Not needed if undamaged and the verification mark is visible

How often do you have to verify meters for alcoholic beverages

1. Every three years
2. Every year
3. Not needed if undamaged and the verification mark is visible

What is a so-called line measure

1. A metal jigger with a verification mark
2. A glass approved by authorities as a measure, e.g. beer glasses
3. A graded glass with lines for every 5 millilitres

SERVING on CREDIT

The main rule: Approved are:

- 1.
- 2.
- 3.

Exceptions: In the self-supervision plan must also be written

- *
- *

RECEIPT, BILL, CHECK

What is to remember when the customer is paying

PRICING and PRICE LISTS

| True or false | Rätt | Fel |
|---|------|-----|
| Restaurants can determine their prices, and there are no lower or upper limits | Rätt | Fel |
| A "Big Mellanöl" must be sold at the same price every hour of the day, e.g. if the beer was 6,- € during lunch hours it must also be 6,- € in the evening hours | Rätt | Fel |
| A restaurant is not required to have a price list for non-alcoholic beverages as long as they are cheaper than alcoholic beverages | Rätt | Fel |
| A recommendation is that restaurants display the price lists of mild alcoholic beverages - up to 22% - so that the guests can get an idea of the assortment and the price level | Rätt | Fel |
| A copy of the restaurant's price list on the internet can only contain mild alcoholic beverages up to 22 % | Rätt | Fel |
| Restaurants' price lists on the internet must be moderate and uniform and have the same font , font size , and colour | Rätt | Fel |

PROHIBITIONS

Basic rules regarding clearly intoxicated customers

1.

2.

In what cases is the serving of alcoholic beverages always forbidden

1.

2.

3.

Form of ID:s commonly accepted in restaurants

| True (right) or False (wrong) | Rätt | Fel |
|--|------|-----|
| FPA-card (FPA= social insurance institution of Finland) | Rätt | Fel |
| Passport | Rätt | Fel |
| Military pass | Rätt | Fel |
| Foreign driving license | Rätt | Fel |
| Alien´s passport, refugee travel document | Rätt | Fel |
| ID - Card | Rätt | Fel |
| Driving license | Rätt | Fel |
| Foreign passport | Rätt | Fel |
| Study- or school card | Rätt | Fel |
| TRAFI: s digital driving license | Rätt | Fel |

What limitations are there to observe for guests under 18

1.

2.

What directives are there when removing heavily intoxicated customers?

*

*

*

Name two criteria according to what a restaurant can choose their customers

Name two criteria according to what a restaurant can NOT choose their customers

How do you find out how to act in different problematic and critical situations?

| True or False | Rätt | Fel |
|--|------|-----|
| A restaurant can refuse to serve alcoholic beverages if there is a risk for critical or uncertain situations | Rätt | Fel |
| A restaurant has a right to choose their age limits, e.g. Fridays 18, Saturdays 20 | Rätt | Fel |
| A restaurant can determine a dress code and refuse, e.g. shorts, flip-flops, and tank-tops | Rätt | Fel |
| A restaurant can refuse guests who use wheelchairs if the dance floor is small | Rätt | Fel |

SERVING STAFF – on the Aaland Islands

| True or False | Rätt | Fel |
|--|------|-----|
| To serve alcoholic beverages on Aaland Islands, you must be 18 years of age. | Rätt | Fel |
| A 16-year-old person with a permanent address in Finland is allowed to serve alcoholic beverages on Aaland Islands during the summer months June, July, August | Rätt | Fel |
| A 17-year-old student in the restaurant school with unfinished studies is allowed to serve alcoholic beverages on vacations | Rätt | Fel |
| A 17-year-old student can serve alcoholic beverages if it's part of the curriculum and a teacher or supervisor is present. | Rätt | Fel |
| A 17-year-old is allowed to serve alcoholic beverages if the student has an exam from a restaurant school | Rätt | Fel |
| If the license holder has approved it, the staff can accept and drink a serving of a mild alcoholic beverage if the guest wants to offer them one | Rätt | Fel |

RESPONSIBLE MANAGERS – "THE ALKOPASS"

What general rules are there concerning responsible managers

- 1.
- 2.
- 3.

What are the alternative demands to become an RM in a restaurant that serves strong alcoholic beverages - over 22 vol%

1. Education::

...or... if one has no education...

2. Experience:

| True (right) or False (wrong) | True | False |
|--|------|-------|
| The license holder appoints the responsible managers | Rätt | Fel |
| An 18-year-old waiter with an exam from a restaurant school waiter program is competent to be a responsible manager | Rätt | Fel |
| An 18-year-old waiter with an exam from a restaurant school waiter program must work three months full time before being appointed as a responsible manager | Rätt | Fel |
| A restaurant on Aaland Islands serving only mild alcoholic beverages, a certificate "alkopass", after passing a written test is sufficient. There is no requirement of prior work experience | Rätt | Fel |
| All members of the serving staff must have "the alkopass" | Rätt | Fel |
| In a restaurant with several separate serving areas, e.g. dining room, nightclub, lobby bar, etc., it is considered sufficient with just one person with the alkopass present | Rätt | Fel |
| During quiet evenings when there is no need to have a responsible manager present all the time, it's acceptable to have the RMs within mobile phone reach so they can be present within 30 minutes | Rätt | Fel |
| During opening hours when only food and non-alcoholic beverages are served, there must still be a responsible manager present | Rätt | Fel |
| A waiter without the alkopass can be fined by the police for a felony against the alcohol act, e.g. serving alcoholic beverages to guests under 18 | Rätt | Fel |
| If a waiter makes a felony against the alcohol act, e.g. serving alcoholic beverages to guests under 18, it's always the license holder that pays the fines | Rätt | fel |
| The RMs are to look to that the serving staff is familiarized with the legislation and the self-supervision plan | Rätt | Fel |
| The names of the responsible managers must be in the self-supervision plan | Rätt | Fel |

MARKETING and ADVERTS

| Part 1 – True (right) or False (wrong) | True | False |
|---|------|-------|
| A restaurant can put an advert "Happy Hour 17.00-19.00" e.g. in newspapers, internet, windows, etc. so that it can be seen "outside" the restaurant | True | False |
| Adverts for "Happy Hours" are always forbidden – both "inside" and "outside" the restaurant | True | False |
| "Happy Hour" type of adverts for strong alcoholic beverages or drinks containing them are allowed "inside" the restaurant provided the adverts can not be seen from the "outside" | True | False |
| If the license holder approves it, a wine agent can bring his wines and offer free samples in the restaurant | True | False |
| Organizing beer-swilling competitions is possible when the beer used is not over 2,8 % | True | False |
| A license holder can offer moderate amounts of mild alcoholic beverages free of charge if it's a spontaneous expression of hospitality- It can't, however, be advertised or regularly occurring | True | False |
| A wine agent can arrange a tasting with his wines to a private party, e.g. a wine club, in an area that's NOT licensed as a serving area, e.g. a separate conference room | True | False |
| A restaurant can sell alcoholic beverages cheaper on privately booked occasions; it's up to the restaurant and the host to decide | True | False |
| A 75 cl bottle of wine can have a lower price per litre than the exact wine in a 37,5 cl bottle | True | False |
| The price per litre for a "Small Mellanöl 33 cl" must be the same as for a "Big Mellanöl 50 cl." | True | False |
| Work clothes must be work clothes and no adverts for alcoholic beverages can be seen on them | True | False |
| The restaurant is allowed to have a drink menu "outside" the restaurant if the drinks are with mild alcoholic beverages only | True | False |
| If a particular brand of alcoholic beverage is out in the restaurant, it's legal to borrow kitchen alcohol as long as you make a note of the brand and the amounts borrowed | True | False |
| The restaurant is allowed to transfer alcoholic beverages from the restaurant's stock to be used for cooking and includes the price in the dish provided the brands and amounts shared are registered | True | False |
| The guests should not have to walk through a smoking area to get into the restaurant | True | False |
| Moderate tobacco adverts are still allowed on the ashtrays in a smoking room or on an outside serving area | True | False |

MARKETING and ADVERTS

Examples from "the real-life."

| Part 2 – True (Right) or False (Wrong) | True | False |
|--|------|-------|
| "Try The Penzburg Pils – two for the price of one." | True | False |
| "The summer is over! We're emptying the bar; everything is going for super cheap." | True | False |
| "Beer Bingo – first with 5 in a row wins a Big Mellanöl." | True | False |
| "Penzburg Pils 1/3 l - 5,50 €" | True | False |
| "Gin Long drink 33 cl - 5,00 €" | True | False |
| "The catch of today with 16 cl white wine of the house or a soft drink of your choice." | True | False |
| "Dart competition – the winner gets a Big Mellanöl on the house" | True | False |
| "Collect stamps in your beer pass for every Big Mellanöl you buy – the tenth Big Mellanöl is on the house." | True | False |
| "With our VIP card, you'll get immediate access to the restaurant and a free drink of your choice in the bar." | True | False |
| "Our restaurant is fully licensed." | True | False |
| "Join the MIFK supporters. Match evenings we lower the price of a Big Mellanöl (50 cl) by 1 € every time MIFK makes a goal" | True | False |
| "Penzburger Pils Beer 50 cl - 5,50 € - You'll get to keep the unique and stylish beer glass" | True | False |
| "Stand Up Comedy Night! Entrance fee 30,- €. The price includes a free drink of your choice." | True | False |
| " Choose two dishes – you'll get the coffee and a Brandy (4 cl) for free." | True | False |
| "The Long Drink of the House – 50 cl 5,50 €" | True | False |
| " Stand Up Comedy Night! Entrance fee 30,- €. The price includes a glass of Wine of the House, red or white (16 cl), a bottle of Penzburg Pils (33 cl), or a soft drink of your choice." | True | False |
| "Captain Morgan Rhum + Cola - 5,50 € - You'll get to keep the unique and stylish glass" | True | False |
| "Happy Hour kl 17.00-19.00" | True | False |
| "Salmiak shot of the House - 4 cl 4,00 €" | True | False |
| "Salmare 21 % - 4cl – 4,00 €" | True | False |
| "Bacardi Breeser Long Drink 33 cl – 5,50 €" | True | False |
| "Big Mellanöl 50 cl & mild Salmare (21%) 4 cl – together for only 6,- €." | True | False |
| " During January and February, all our malt whiskies are 25% cheaper." | rue | False |