

Principles of Conflict Management in Licensed Hospitality

Specimen Questions

The specimen examination questions contained in this publication are representative of the type of questions used to assess candidates taking the PRINCIPLES OF CONFLICT MANAGEMENT IN LICENSED HOSPITALITY examination.

Candidates are assessed by a 30 question, 30 minute, multiple choice examination. Candidates have to answer 23 out of 30 questions to pass.

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

PRINCIPLES OF CONFLICT MANAGEMENT IN LICENSED HOSPITALITY

Specimen Questions

- 1 Under Health and Safety legislation, employees **must** take reasonable care for the safety of:
 - A The colleagues only
 - B The security of the premises
 - C Themselves and others
 - D Themselves only

- 2 What **must** an employer do to identify potential hazards?
 - A Ask the local authority for advice
 - B Conduct a risk assessment
 - C List all of the stock held at the premises
 - D Undertake a safety analysis

- 3 One of the **main** violence related risks faced by staff in the workplace is:
 - A Dealing with large groups of people in a noisy and confined environment
 - B Facing prosecution for selling alcohol to a drunk person
 - C Heavy manual lifting tasks when working in the cellars
 - D Performing pre-entry safety checks every time the premises opens

- 4 In order to reduce the risk of aggression, it is important to:
 - A Ignore the emotional state of customers
 - B Manage customer expectations
 - C Supply leaflets on anger management courses
 - D Treat all customers as potential criminals

- 5 When initially assessing a threat it is important to:
 - A Act first and think about the consequences later
 - B Ask other customers their opinion on what to do
 - C Call the police prior to taking any action
 - D Step back in order to assess the threat before taking action

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- 6 A common 'trigger' for aggressive behaviour is when a person is made to feel:
- A Appreciated
 - B Comfortable
 - C Happy
 - D Insulted
- 7 Which one of the following would be classed as a 'block to communication'?
- A Different clothes
 - B Different cultures
 - C Different eye colour
 - D Different hair colour
- 8 Which one of the following is a strategy for diffusing a conflict situation?
- A Establishing psychological advantage
 - B Learning martial arts
 - C Maintaining self-control
 - D Only employing men
- 9 When dealing with unacceptable behaviour, it is important to be:
- A Non-confrontational
 - B Skilled in self-defence
 - C Threatening
 - D Violent
- 10 When refusing to serve a customer, it is good practice to take them aside because it:
- A Acts as a deterrent to other customers
 - B Avoids embarrassment or loss of face for the customer
 - C Ensures that the customer will not complain to his friends
 - D Makes it easier to evict the customer
- 11 When evicting someone from licensed premises, it is important to:
- A Ensure that appropriate training has been received before using physical force
 - B Get as many colleagues to help as possible
 - C Throw the customer out without warning
 - D Use as much force as possible

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- 12 Which one of the following is a source of specialist support for someone who has suffered as a result of workplace violence?
- A Child Line
 - B Crime Stoppers
 - C Samaritans
 - D Victim Support

PRINCIPLES OF CONFLICT MANAGEMENT IN LICENSED HOSPITALITY

Answers

Q	Answer	Assessment Criteria
1	C	1.5 The responsibilities of employers and employees to exercise a duty of care under the Health and Safety Act 1974
2	B	1.6 The responsibilities of employers and employees in relation to risk assessment under the Health and Safety Act 1974
3	A	2.2 The main risks to staff from workplace violence
4	B	3.4 The importance of managing customer expectations
5	D	3.6 How to assess the level of threat presented by persons, incidents or situations
6	D	4.2 The triggers for aggressive behaviour
7	B	5.3 Factors that will block communication
8	C	6.1 Interventions that will defuse a conflict situation
9	A	6.4 The key elements of an assertive intervention
10	B	6.5 Appropriate measures that could be adopted when refusing to serve customers for whatever reason
11	A	7.4 The factors to be considered before ejecting someone from licensed premises
12	D	8.2 The support that should be available to victims of workplace violence

Please note that the assessment criteria numbering does **not** refer to the Award in Conflict Management handbook. The learning outcomes and assessment criteria can be found in the centre manual, Section 1.