



A good practice scheme for Retailers

QUESTIONNAIRE

This questionnaire will help you and your staff to understand the issues relating to age restricted sales.

Can a person under the age of 18 sell alcoholic drinks?

- a) Yes, if the person buying looks well over the age of 18
 - b) Yes, if the sale is authorised by a person over the age of 18
 - c) No, the person must never sell alcoholic drinks
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How many children try their first cigarette every day in the UK?

- a) 100
 - b) 275
 - c) 450
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Is cigarette lighter gas a dangerous solvent?

- a) Yes, only those over 18 can buy it
 - b) Yes, only those over 16 can buy it
 - c) No, anyone can buy it
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Would you sell several cans of hairspray to 2 young girls who looked 16?

- a) Yes
 - b) No, I would refuse the sale and enter in the refusal log
 - c) Yes, if they said it was for their mum
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Sparklers can be bought at the age of 16

- TRUE
 - FALSE
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Why are the sales of aerosol paints banned to under 16's?

What is the minimum age limit that a "12" classification video or DVD can be sold to a young person?

- a) 13
- b) 12
- c) 15



If you don't think a customer is old enough to buy an age restricted product, what should you do?

- a) Allow the sale if they have a note from their parents
- b) Allow the sale if they say they are old enough
- c) Ask how old they are and to see photo age identification

What proof of Age can usually be relied upon?

- a) Student Union Card _____
- b) Connexions Card, Portman Prove It Card, CitizenCard, Validate Card
- c) Birth Certificate _____

What steps are taken in your shop to avoid under age sales?

- a) Display warning notices
- b) Good staff training and awareness
- c) Regular reminders
- d) Good support when refusals are made
- e) We ask for photo ID if in any doubt
- f) We record refused sales in a log

Name:

Date Completed:

Store Details:

YOU COULD END UP IN COURT AND LOSE YOUR JOB IF YOU SELL AGE RESTRICTED PRODUCTS TO PEOPLE UNDER AGE....IS IT WORTH IT?

Please print copies of this questionnaire. When your staff have completed them, send them to:

Underage Sales Team, Hampshire County Council, Trading Standards Service, Montgomery House, Monarch Way, Winchester, Hampshire SO22 5PW.

For 100% staff completion you will receive a Gold Certificate, for 75% a Silver Certificate and for 50% a Bronze Certificate.