

Ålands Yrkesgymnasium  
Hotell- och Restaurangprogrammet

## THE "ALKOPASS" – ENGLISH EDITION

# EXCERCISE 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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## 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 (right) or false (wrong)	True	False
A catering firm must have a physical restaurant with a serving license to get a catering license to serve alcoholic beverages.	True	False
Nowadays, restaurants can use one common serving area, e.g. a market square at a festival.	True	False
A new restaurant entrepreneur can get a serving license without a self supervision-plan; it can be done afterwards.	True	False
A tourist entrepreneur can get a serving license to serve alcoholic beverages on resting places along a hiking route.	True	False
Suppose the premises of a clubhouse have a serving license granted once. In that case, a catering firm still has to apply for a temporary license for every new occasion when serving alcoholic beverages.	True	False
A restaurant can serve guests' own private alcoholic beverages free of charge in the guest's own private premises or in the restaurant's premises, NOT part of the licensed premises.	True	False

## 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 alcoholic beverages. Still, they must 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 a good selection of nonalcoholic 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 – 5,5 %

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 its 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 are to be 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 by leaving a notification to the authorities.	True	False
Customers under 18 are allowed in a serving area on a spectators stand, e.g. on a football match, provided the control is arranged so 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 ends at 01.30 o'clock, customers can stay until 02.30 to finish their alcoholic drinks.	True	False
Nowadays, a restaurant can be open all weekdays, every hour - 24/7 – to sell food and nonalcoholic 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 02.30 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	True	False
Finnish Defence Force's Day 4 June	True	False
The night before New Year's Day	True	False
The night before Mother's and Father's day	True	False
Finland's Independence Day	True	False
Night before May Day	True	False
The "Culture Night" in august	True	False
The night before Midsummer's Day	True	False
The Aaland Islands Independence Day	True	False

## 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 ÅMHH 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 (right) or false (wrong)	True	False
Restaurants can determine their prices, and there are no lower or upper limits.	True	False
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.	True	False
A restaurant is not required to have a price list for nonalcoholic beverages as long as they are cheaper than alcoholic beverages.	True	False
A recommendation is that restaurants display the price lists of mild alcoholic beverages -up to 22% - so that the guests can understand the assortment and the price level.	True	False
A copy of the restaurant's price list on the internet can only contain mild alcoholic beverages up to 22 %	True	False
Restaurants' price lists on the internet must be moderate and uniform and have the same <b>font</b> , <b>font size</b> , and <b>colour</b> .	True	False

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

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

## SERVING STAFF – on the Aaland Islands

True (right) or False (Wrong)	True	False
To serve alcoholic beverages on Aaland Islands, you must be 18 years of age.	True	False
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	True	False
A 17-year-old student in a restaurant school with unfinished studies can serve alcoholic beverages on vacations.	True	False
A 17-year-old student can serve alcoholic beverages if it's part of the curriculum and a teacher or supervisor is present.	True	False
A 17-year-old can serve alcoholic beverages if the student has an exam from a restaurant school.	True	False
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.	True	False

## 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	True	False
An 18-year-old waiter with an exam from a restaurant school waiter program is competent to be an RM.	True	False
An 18-year-old waiter with an exam from a restaurant school waiter program must work three months full time before being appointed an RM.	True	False
A restaurant on Aaland Islands serving only mild alcoholic beverages, a certificate "alkopass" after passing a written test is sufficient. There is no requirement for prior work experience.	True	False
All members of the serving staff must have "the alkopass."	True	False
A restaurant with several separate serving areas, e.g. dining room, nightclub, lobby bar, etc., it's considered sufficient with just one person with the alkopass present.	True	False
During quiet evenings when there is no need for an RM, it's acceptable to have the RMs within mobile phone reach to be present within 30 minutes.	True	False
There must still be a responsible manager present during opening hours when only food and nonalcoholic beverages are served.	True	False
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	True	False
Suppose a waiter makes a felony against the alcohol act, e.g. serving alcoholic beverages to guests under 18. In that case, it's always the license holder that pays the fines.	True	False
The RMs ensure that the serving staff is familiar with the legislation and the self-supervision plan.	True	False
The names of the responsible managers must be in the self-supervision plan	True	False



## MARKETING and ADVERTS ("outside")

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 cannot 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. But it can't 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 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.	True	False
The restaurant can have a drink menu "outside" the restaurant, i.e. in the window, if the drinks are with mild alcoholic beverages only.	True	False
Suppose a particular brand of alcoholic beverage is out in the restaurant. In that case, it's legal to borrow kitchen alcohol as long as you note the brand and the amounts borrowed.	True	False
The restaurant can transfer alcoholic beverages from the restaurant's stock to cook. The price can be included 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 outside serving areas.	True	False

## MARKETING and ADVERTS ("outside")

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), or a bottle of Penzburg Pils (33 cl), or a soft drink of your choice.	True	False
"Captain Morgan Rum + Cola - 5,50 € - You'll get to keep the unique and stylish glass"	True	False
"Happy Hour 17.00-19.00 o'clock"	True	False
"Salmiak shot of the House - 4 cl 4,00 €"	True	False
"Salmare 21 % - 4cl – 4,00 €"	True	False
"Bacardi Breezer 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."	True	False