



Licensing Unit

Cannock Chase District
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CANNOCK CHASE

30 OCT 2018 PM

COUNCIL POSTROOM

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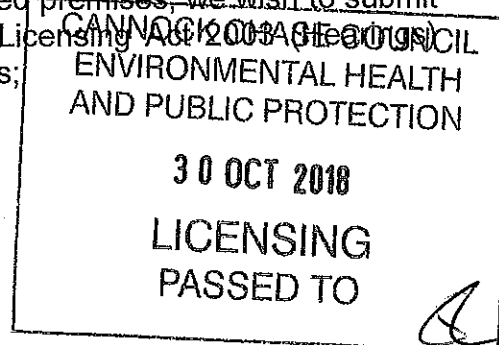
29th October 2018

Dear Responsible Authority

Re: Submission of additional evidence for review of Premise Licence in respect of premises known as Westbourne Food and Wine on 5th November 2018.

In respect of our application to review the above-named premises, we wish to submit additional evidence in accordance with s.18 of the Licensing Act 2003 (as amended) Regulations 2005 to support that application as follows;

- ARS quiz – S Jasotharan 18.7.16
- ARS quiz – S Jasotharan 25.2.17
- ARS quiz – S Jasotharan 1.11.17
- ARS quiz – Mrs J Jasotharan 18.7.16
- ARS quiz – J Jasotharan 1.2.17
- ARS quiz – Daran Siva 4.8.16



Additionally, the following evidence is submitted at the request of the premise licence holder;

- Refusals register

Please do not hesitate to contact me for further information or clarification on the attached evidence.

Please can you disseminate to appropriate responsible persons and Committee members?

Yours Sincerely


Mark Wilson
Principal Trading Standards Officer – Crime and Licensing
Staffordshire County Council Trading Standards





Test Number: SGGTS/1

Staff Name (print): S. J. J. J. J. J.

18/7/14

Age Restricted Sales Quiz

1 - What products does this store sell that are age restricted? And what are the age restrictions for each of these products?

Age Restricted Product	Age Restriction
Alcohol	18
Tabacco	18
Butane	18
Liquor	16
Medicine	16

2 - What other age restrictions has your store imposed in order to be a responsible retailer and on which products?

Product with self imposed Age Restriction	Age Restriction

3 - Explain the Challenge 25 Policy.

if a person looks under 25 they must ask for ID
if they can not prove purchase sale

4 - Explain when you should use the Challenge 25 Policy.

all the time when customer purchase age restrict product if they look under 25

5 - Explain why you need to use the Challenge 25 Policy.

it help to assess papers age and stay compliant with law

6 - Name the acceptable forms of ID (as recommended by Trading Standards).

pass port, Drive License, valid pass ID (or any etc)





Test Number: SGOCTS/1

Staff Name (print): _____

7 – Explain what you should do if the customer doesn't have any ID or produces an unacceptable form of ID

Refuse sale right in refusal book

8 – Explain how you would refuse a sale.

politely tell the customer and blame the law is not allow to sell.

9 – Once you refuse a sale what should you do next?

Register in the Refusal book

10 – Explain what you would do if a person you suspect to be drunk tried to buy alcohol.

Refuse the sale, keep calm and polite

11 – Explain what you should do when a customer is aggressive.

Stay calm, keep a safe distance, no eye contact with customer, if worst case call police.

12 – Who should you talk to if you feel uncomfortable asking customers for ID and making refusals?

Dps, owner, to provide more training

13 – What is one of the first things you should do when you start a shift on the till?

Check the Refusal book

14 – Where should the Refusals Book be located?

next to the till

15 – Who commits an offence for selling alcohol to a person under 18?

seller, Dps, and owner





Test Number: SGCT9/1

Staff Name (print): S. JAYATHARAW

16 – If you (as a staff member) serve alcohol to an under 18 and are caught by Trading Standards and/ or the Police what action can be taken against you?

prosecuted and fine up to 5000
in prison. £90 spot fine. lose job.

17 – Explain your company's policy for staff who fail a test purchase by Trading Standards/ Police.

Verbal warning and more training

18 – Name the Designated Premise Supervisor (DPS) for this store

S. JAYATHARAW

19 – Provide the location of the Premise Licence Summary.

Top of tobacco unit

20 – Provide the location of a full copy of the Premise Licence.

Top back office

21 – Where would you find your written authorisation to sell alcohol and who should issue this?

Top of tobacco unit

22 – Alcohol needs to be above a certain ABV (%) to be covered by the legislation; what is this ABV?

0.5% abv

23 – You suspect an adult is buying alcohol to pass on to Under 18s (a proxy sale), what would you do?

Refuse sale and explain to customer
they could be prosecuted for notice in an offence





Test Number: SCOTS/1

Staff Name (print): _____

24 – How much is the fine for an adult who buys alcohol on behalf of an under 18?

f 90 spot per that up to 15000

25 – Explain what you would do if a customer asks to buy just two single cigarettes.

Refuse sale explain its no counter
its illegal to sell open pack cigarettes

26 – What does the Statutory Tobacco Notice say?

It is illegal to sell tobacco product to
anyone under age of 18

27 – Give the location of the Statutory Tobacco Notice.

on tobacco unit

The following questions only apply if your store sells fireworks.

28 – What is the age restriction for fireworks (including sparklers)?

18 (18)

29 – What do the Statutory Firework Notices say?

It is illegal to sell adult fireworks anyone under age of 18

30 – Give the particular times of year can your store actually sell fireworks.

between 15th Oct to 10 Nov. 3 days up to
Diwali, New year and Chinese New Year

Fireworks Retailer Score (out of 30)	Non-Fireworks Retailer Score (out of 27)	Staff name (Print)	Staff Signature	Trainer Signature
		Selvarajna Jasooban	[Redacted]	

Full score is the expected pass mark. A re-sit will be required if not achieved.





Test Number: OTB/2

Staff Name (print): S. JACOBSON

Age Restricted Sales Quiz

- 1 - What products does this store sell that are age restricted?
 - 2 - What are the age restrictions for each of these products?
 - 3 - What are the consequences for selling these products to underage persons?
- Questions 1 - 3 should be answered using the table below:

Age Restricted Product (1)	Age Restriction (2)	Consequences for selling underage (3)
ALCOHOL	18	unlimited fine/ad or 6 months imprisonment.
Tabacco	18	2500 fine
Nicotin inhale products	18	2500 fine
Tabacco display	18	unlimited fine and / 6 months imprisonment.
Lobbying	16	8 weeks and 2000 fine.
in other Lobbying	16	

4 - What other age restrictions has your store imposed in order to be a responsible retailer and on which products?

Product with self imposed Age Restriction	Age Restriction
energy drink	16
meatballs	16

- 5 - What does the Challenge 25 Policy mean & when should you use it?
- a) This premise sells products that are age restricted to 25. / When the customer attempts to purchase one of these products.
 - b) If a person looks under 25 they must be asked for ID and if they prove they are over 18 (or the legal age for that product) you can serve them. / When a customer attempts to purchase any products that carry an age restriction.
 - c) You must make 25 challenges for ID every day. / When a customer attempts to purchase alcohol.



Test Number: OTB/2

Staff Name (print): _____

6 – Why do you need to use the Challenge 25 Policy?

- a) Because it is used by supermarkets and other businesses.
- b) Because we want to make alcohol, tobacco etc, difficult to obtain.
- c) Because it helps me to assess people ages and stay compliant with the law.

7 – What forms of ID are acceptable to prove someone's age (recommended by Trading Standards)? (Tick all that apply)

- a) Valid Passport
- b) Birth Certificate
- c) NUS Card
- d) European Driving Licence
- e) UK Photocard Driving Licence
- f) PASS Hologram Card

8 – What should you do if the customer doesn't have any ID or produces an unacceptable form of ID?

- a) Tell them that you'll let them off on this occasion, but to bring it next time.
- b) Ask a colleague what age they think the person is and if they say over 18 make the sale.
- c) Refuse the sale as this store operates a strict No ID No Sale Policy.

9 – How should you refuse the sale? (Tick all that apply)

- a) Shout at the person and tell them should know better.
- b) Stay calm and be polite
- c) Apologise and transfer the blame
- d) Ask them for their name & address so you can ring their parents to tell them off.

10 – When you refuse a sale what should you do next?

- a) Put an entry into the store's refusals book.
- b) Laugh at the person you've just refused as they walk out the door.
- c) Shout about the refusals to all staff and customers.

11 – What should you do if someone gets aggressive when you refuse to serve them?

- a) Cry and give them the age restricted item anyway.
- b) Shout back at them and then cover your ears and hum so you can't hear them.
- c) Stay calm, use open handed gestures, keep the till between you and call for help from a manager, or if you work alone a Police Officer.

12 – What do you do if you feel uncomfortable asking customers for ID and making refusals?

- a) Just serve everyone; young people don't try to buy products they shouldn't.
- b) Panic each time a restricted product is brought to your till and excuse yourself for a toilet break so someone else has to deal with it.
- c) Tell the Manager/ Business Owner so they can provide you with more training.



Test Number: OTB/2

Staff Name (print): S. James

13 - When you start a shift on the till what should you do first?

- a) Log on and serve customers.
- b) Check what refusals have been made, so you can be prepared if they try again.
- c) Catch up on the gossip with your colleagues.

14 - Where will you find the Refusals Book?

- a) Behind the Counter within reach of the till.
- b) In the back office.
- c) At the home of the boss.

15 - If you fail a test purchase by Trading Standards/ Police what action will your employer take? (This is dependent on your own company policies)

warning and extra from same time loss of job.

16 - What would you do if you suspected that a person (over 18) you were serving was going to pass the alcohol, tobacco or nicotine inhaling products onto persons who are under 18?

- a) Tut at them but still serve them.
- b) Serve them; it's nothing to do with you what they do with the product as they leave the store.
- c) Refuse the sale and advise the customer that it is an offence to supply alcohol, tobacco or nicotine inhaling products to persons under 18. This is called a Proxy Sale.

17 - If an adult buys alcohol/ tobacco/ nicotine inhaling products (NIPs) on behalf of an under 18 what are the potential fines associated with that offence? (Tick all that apply)

- a) £90 PND or CR or OC (Alcohol)
- b) £60 PND or DR or DD (Alcohol)
- c) Unlimited fine (Alcohol)
- d) £2500 fine (Tobacco/ NIPs)
- e) £5000 fine (Tobacco/ NIPs)
- f) £20000 fine (Alcohol)

The following questions only apply if your store sells tobacco.

18 - Select the criteria for when you can and can't open the Tobacco Display? (Tick all that apply in the respective columns)

When you can open the display		When you can't open the display	
Once I have assessed the customer's age and asked for ID if necessary.	<input checked="" type="checkbox"/>	If the customer looks under 25 and doesn't have valid ID.	<input checked="" type="checkbox"/>
As soon as a customer requests it to be opened.	<input checked="" type="checkbox"/>	If the customer is over 25 but has a person under 18 with them.	<input checked="" type="checkbox"/>
To re-stock/ clean/ maintain the gentry - but if the task is interrupted I must close it immediately.	<input checked="" type="checkbox"/>	To expose it for no good reason.	<input checked="" type="checkbox"/>
If the customer is over 25 but has a person under 18 with them.	<input checked="" type="checkbox"/>	To stock the shelves whilst you are serving a customer.	<input checked="" type="checkbox"/>



Test Number: OTB/2

Staff Name (print): _____

19 – A customer asks to buy just two single cigarettes what do you do?

- a) Open a pre-packaged box of cigarettes and serve them with 2 single cigarettes for 50p each.
- b) Tell them your store doesn't sell them.
- c) Refuse the sale because it is illegal to split pre-packed units of tobacco, but explain they can purchase a pre-packaged unit instead.

20 – What are the words on the Statutory Tobacco Notice?

- a) You will be asked for ID if you try to buy Tobacco and look under 25.
- b) Under 18's cannot buy Tobacco.
- c) It is illegal to sell tobacco products to anyone under the age of 18.

21 – Where should the Statutory Tobacco Notice be displayed?

- a) In the staff room.
- b) By the till and it doesn't matter if products obscure it so customers can't read it.
- c) At the point of sale of Tobacco, clearly visible so customers can read it.

The following questions only apply if your store sells nicotine inhaling products.

22 – What is classed as a nicotine inhaling product? (Tick all that apply)

- a) A nicotine inhaling device (used to inhale nicotine through a mouth piece) which is disposable.
- b) A nicotine inhaling device (used to inhale nicotine through a mouth piece) which is rechargeable.
- c) Tobacco papers i.e. Rizla.
- d) A nicotine cartridge (contains nicotine and forms part of a nicotine inhaling device).
- e) A nicotine refill substance (generally known as e-liquid).

23 – Who commits an offence for selling nicotine inhaling products to a person under 18? (Tick all that apply)

- a) The actual seller.
- b) All Staff who work at the store.
- c) The Business Owner.

The following questions only apply if your store sells alcohol.

24 – What ABV does a drink need to be above to be classed as alcohol?

- a) 2%
- b) 1.5%
- c) 0.5%



Test Number: SCCTS/2

Staff Name (print): S. JONES

1/11/17

Age Restricted Sales Quiz

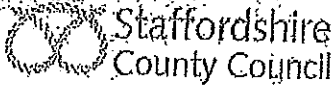
1 – What products does this store sell that are age restricted? And what are the age restrictions for each of these products?

Age Restricted Product	Age Restriction
Tabacco	18
ALCOHOL	18
knives *	18
Modern	16
video *	or if relevant 16, 18, 19
Fire works.	18
Spray paint	16

2 – What other age restrictions has your store imposed in order to be a responsible retailer and on which products?

Product with self imposed Age Restriction	Age Restriction
Energy Caffeine supplement	16
Energy Drink	16

- 3 – What does the Challenge 25 Policy mean?
- a) This premise sells products that are age restricted to 25.
 - b) If a person looks under 25 they must be asked for ID and if they prove they are over 18 you can serve them.
 - c) You must make 25 challenges for ID everyday.
- 4 – When should you use the Challenge 25 Policy?
- a) When the customer attempts to purchase a product restricted to 25.
 - b) When a customer attempts to purchase alcohol.
 - c) When a customer attempts to purchase any products that carry an age restriction
- 5 – Why do you need to use the Challenge 25 Policy?
- a) Because it is used by supermarkets and other businesses.
 - b) Because we want to make alcohol difficult to obtain.
 - c) Because it helps me to assess people ages and stay compliant with the law.



Test Number: SCCTS/2

Staff Name (print): S. B. ...

6 – What forms of ID are acceptable to prove someone's age (recommended by Trading Standards)? {Tick all that apply}

- a) UK Valid Passport
- b) Birth Certificate
- c) NUS Card
- d) European Driving Licence
- e) UK Photocard Driving Licence
- f) PASS Hologram Card

7 – What should you do if the customer doesn't have any ID or produces an unacceptable form of ID?

- a) Tell them that you'll let them off on this occasion, but to bring it next time.
- b) Ask a colleague what age they think the person is and if they say over 18 make the sale.
- c) Refuse the sale as this store operates a strict No ID No Sale Policy.

8 – How should you refuse the sale? {Tick all that apply}

- a) Shout at the person and tell them should know better.
- b) Stay calm and be polite
- c) Apologise and transfer the blame
- d) Ask them for their name and address so you can ring their parents to tell them off.

9 – When you refuse a sale what should you do next?

- a) Put an entry into the store's refusals book.
- b) Laugh at the person you've just refused as they walk out the door.
- c) Shout about the refusals to all staff and customers.

10 – What should you do if a person you suspect to be drunk tries to buy alcohol?

- a) Shout at them for being drunk and tell them they won't get served here!!
- b) Politely refuse to serve them and note it in the Refusals Book.
- c) Push them out of the shop.

11 – What should you do if someone gets aggressive when you refuse to serve them?

- a) Cry and give them the alcohol anyway.
- b) Shout back at them and then cover your ears and hum so you can't hear them.
- c) Stay calm, use open handed gestures, keep the till between you and call for help from a manager, or if you work alone a Police Officer.

12 – What do you do if you feel uncomfortable asking customers for ID and making refusals?

- a) Just serve everyone; young people don't try to buy products they shouldn't.
- b) Panic each time a restricted product is brought to your till and excuse yourself for a toilet break so someone else has to deal with it.
- c) Tell the Manager/ Business Owner so they provide you with more training.

13 – When you start a shift on the till what should you do first?

- a) Log on and serve customers.
- b) Check what refusals have been made that day so you can be prepared if they try again.
- c) Catch up on the gossip with your colleagues.



Test Number: SCCTS/2

Staff Name (print): S. JASONMAN

14 – Where will you find the Refusals Book?

- a) Behind the Counter within reach of the till.
- b) In the back office.
- c) At the home of the boss.

15 – Who commits an offence for selling alcohol to a person under 18? {Tick all that apply}

- a) The young person (unless authorised by Trading Standards/ Police).
- b) The actual seller.
- c) All Staff who work at the store.
- d) The Business Owner
- e) The Designated Premise Supervisor (DPS)
- f) The Licence Holder

16 – What happens if you (as a staff member) serve alcohol to an under 18 and are caught by Trading Standards and/ or the Police? {Tick all that apply}

- a) They will shout at you.
- b) You can be issued with an £90 Penalty Notice for Disorder or prosecuted and fined up to £5000.
- c) Lose my job.
- d) I can lose my Personal Licence (if I have one).

17 – If you have failed a test purchase by Trading Standards/ Police what action will your employer take? {This is dependent on your own company policies}

More training or lose of jobs

18 – Who is the Designated Premise Supervisor (DPS) for this store?

Mr. S. JASONMAN

19 – Where would you find the Premise Licence Summary displayed in store?

TOP of tobacco counter

20 – Where would you find a full copy of the Premise Licence?

White folder

21 – Where would you find your written authorisation to sell alcohol?

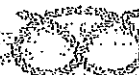
TOP of tobacco counter

22 – What ABV does a drink need to be above to be classed as alcohol?

- a) 2%
- b) 1.5%
- c) 0.5%

23 – What would you do if you suspected that a person (over 18) you were serving was going to pass the alcohol onto Under 18s?

- a) Tut at them but still serve them.
- b) Serve them, it's nothing to do with you what they do with the alcohol as they leave the store.
- c) Refuse the sale and advise the customer that it is an offence to supply alcohol to persons under 18. This is called a Proxy Sale.





Test Number: SCGTS/2

Staff Name (print): S. Pasot-Ham

24 – If an adult buys alcohol on behalf of an under 18 what are the potential fines associated with that offence? (Tick all that apply)

- a) £90 on the spot fine called a Penalty Notice for Disorder (PND)
- b) £60 PND
- c) Up to £5000 if taken to court

25 – A customer asks to buy just two single cigarettes what do you do?

- a) Open a pre-packaged box of cigarettes and serve them with 2 single cigarettes for 50 pence each.
- b) Tell them your store doesn't sell them.
- c) Refuse the sale because it is illegal to split pre-packed units of tobacco, but explain they can purchase a pack of 10 instead.

26 – What are the words on the Statutory Tobacco Notice?

- a) You will be asked for ID if you try to buy Tobacco and look under 25.
- b) Under 18s cannot buy Tobacco.
- c) It is illegal to sell tobacco products to anyone under the age of 18.

27 – Where should the Statutory Tobacco Notice be displayed?

- a) In the staff room.
- b) By the till and it doesn't matter if products obscure it so customers can't read it.
- c) At the point of sale of Tobacco, clearly visible so customers can read it.

The following questions only apply if your store sells fireworks.

28 – How old does the customer have to be to buy fireworks?

18

29 – How old does the customer have to be to buy sparklers?

18

30 – What times of year can your store actually sell fireworks?

Between 1st Oct to 1st Nov, 3 days after Nov 5th
3 days after New Year to 3 days after New Years

Fireworks Retailer Score (out of 30)	Non-Fireworks Retailer Score (out of 27)	Staff name (Print)	Staff Signature	Trainer Signature
	27	S. Pasot-Ham		

Full score is the expected pass mark. A re-sit will be required if not achieved.

1/11/18





Test Number: S0CT6/2

Staff Name (print): Mrs. S. Sasoharan
18/7/16

Age Restricted Sales Quiz

1 – What products does this store sell that are age restricted? And what are the age restrictions for each of these products?

Age Restricted Product	Age Restriction
Alcohol	18
Tobacco	18
National Lottery/Scratch Card	16
Butane	18
Medicine	16

2 – What other age restrictions has your store imposed in order to be a responsible retailer and on which products?

Product with self imposed Age Restriction	Age Restriction
N/A	

3 – What does the Challenge 25 Policy mean?

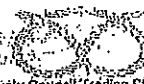
- a) This premise sells products that are age restricted to 25.
- b) If a person looks under 25 they must be asked for ID and if they prove they are over 18 you can serve them.
- c) You must make 25 challenges for ID everyday.

4 – When should you use the Challenge 25 Policy?

- a) When the customer attempts to purchase a product restricted to 25.
- b) When a customer attempts to purchase alcohol.
- c) When a customer attempts to purchase any products that carry an age restriction.

5 – Why do you need to use the Challenge 25 Policy?

- a) Because it is used by supermarkets and other businesses.
- b) Because we want to make alcohol difficult to obtain.
- c) Because it helps me to assess people ages and stay compliant with the law.





Test Number: SCCT9/2

Staff Name (print): Mrs S. Jacobson

6 – What forms of ID are acceptable to prove someone's age (recommended by Trading Standards)? {Tick all that apply}

- a) UK Valid Passport
- b) Birth Certificate
- c) NUS Card
- d) European Driving Licence
- e) UK Photocard Driving Licence
- f) PASS Hologram Card

7 – What should you do if the customer doesn't have any ID or produces an unacceptable form of ID?

- a) Tell them that you'll let them off on this occasion, but to bring it next time.
- b) Ask a colleague what age they think the person is and if they say over 18 make the sale.
- c) Refuse the sale as this store operates a strict No ID No Sale Policy.

8 – How should you refuse the sale? {Tick all that apply}

- a) Shout at the person and tell them should know better.
- b) Stay calm and be polite
- c) Apologise and transfer the blame
- d) Ask them for their name and address so you can ring their parents to tell them off.

9 – When you refuse a sale what should you do next?

- a) Put an entry into the store's refusals book.
- b) Laugh at the person you've just refused as they walk out the door.
- c) Shout about the refusals to all staff and customers.

10 – What should you do if a person you suspect to be drunk tries to buy alcohol?

- a) Shout at them for being drunk and tell them they won't get served here!!
- b) Politely refuse to serve them and note it in the Refusals Book.
- c) Push them out of the shop.

11 – What should you do if someone gets aggressive when you refuse to serve them?

- a) Cry and give them the alcohol anyway.
- b) Shout back at them and then cover your ears and hum so you can't hear them.
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12 – What do you do if you feel uncomfortable asking customers for ID and making refusals?

- a) Just serve everyone; young people don't try to buy products they shouldn't.
- b) Panic each time a restricted product is brought to your till and excuse yourself for a toilet break so someone else has to deal with it.
- c) Tell the Manager/ Business Owner so they provide you with more training.

13 – When you start a shift on the till what should you do first?

- a) Log on and serve customers.
- b) Check what refusals have been made that day so you can be prepared if they try again.
- c) Catch up on the gossip with your colleagues.



Test Number: SCCTS/2

Staff Name (print): _____

14 – Where will you find the Refusals Book?

- a) Behind the Counter within reach of the till.
- b) In the back office.
- c) At the home of the boss.

15 – Who commits an offence for selling alcohol to a person under 18? {Tick all that apply}

- a) The young person (unless authorised by Trading Standards/ Police).
- b) The actual seller.
- c) All Staff who work at the store.
- d) The Business Owner
- e) The Designated Premise Supervisor (DPS)
- f) The Licence Holder

16 – What happens if you (as a staff member) serve alcohol to an under 18 and are caught by Trading Standards and/ or the Police? {Tick all that apply}

- a) They will shout at you.
- b) You can be issued with an £90 Penalty Notice for Disorder or prosecuted and fined up to £5000.
- c) Lose my job.
- d) I can lose my Personal Licence (if I have one).

17 – If you have failed a test purchase by Trading Standards/ Police what action will your employer take? {This is dependent on your own company policies}

..... more training and warning

18 – Who is the Designated Premise Supervisor (DPS) for this store?

..... Selvarathnam, Sasotharan

19 – Where would you find the Premise Licence Summary displayed in store?

..... Top of the tobacco display unit

20 – Where would you find a full copy of the Premise Licence?

..... Back office

21 – Where would you find your written authorisation to sell alcohol?

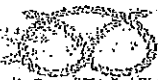
..... Displayed above tobacco display unit

22 – What ABV does a drink need to be above to be classed as alcohol?

- a) 2%
- b) 1.5%
- c) 0.5%

23 – What would you do if you suspected that a person (over 18) you were serving was going to pass the alcohol onto Under 18s?

- a) Tut at them but still serve them.
- b) Serve them, it's nothing to do with you what they do with the alcohol as they leave the store.
- c) Refuse the sale and advise the customer that it is an offence to supply alcohol to persons under 18. This is called a Proxy Sale.





Test Number: SCCTS/2

Staff Name (print): _____

24 – If an adult buys alcohol on behalf of an under 18 what are the potential fines associated with that offence? (Tick all that apply)

- a) £90 on the spot fine called a Penalty Notice for Disorder (PND)
- b) £60 PND
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25 – A customer asks to buy just two single cigarettes what do you do?

- a) Open a pre-packaged box of cigarettes and serve them with 2 single cigarettes for 50 pence each.
- b) Tell them your store doesn't sell them.
- c) Refuse the sale because it is illegal to split pre-packed units of tobacco, but explain they can purchase a pack of 10 instead.

26 – What are the words on the Statutory Tobacco Notice?

- a) You will be asked for ID if you try to buy Tobacco and look under 25.
- b) Under 18s cannot buy Tobacco.
- c) It is illegal to sell tobacco products to anyone under the age of 18.

27 – Where should the Statutory Tobacco Notice be displayed?

- a) In the staff room.
- b) By the till and it doesn't matter if products obscure it so customers can't read it.
- c) At the point of sale of Tobacco, clearly visible so customers can read it.

The following questions only apply if your store sells fireworks.

28 – How old does the customer have to be to buy fireworks?

..... *N/A*

29 – How old does the customer have to be to buy sparklers?

..... *N/A*

30 – What times of year can your store actually sell fireworks?

..... *N/A*

Fireworks Retailer Score (out of 30)	Non-Fireworks Retailer Score (out of 27)	Staff name (Print)	Staff Signature	Trainer Signature
		<i>Mrs. Samina S. Satharman</i>		

Full score is the expected pass mark. A re-sit will be required if not achieved.



Test Number: OJB/1

Staff Name (print): Jamuna Sasotheeran

Age Restricted Sales Quiz

- 1 – What products does this store sell that are age restricted?
 - 2 – What are the age restrictions for each of these products?
 - 3 – What are the consequences for selling these products to underage persons?
- Questions 1 – 3 should be answered using the table below:

Age Restricted Product (1)	Age Restriction (2)	Consequences for selling underage (3)
Alcohol	18	
Tobacco	18	
National Lottery	16	
Lighter	18	
(Volatile substances)	18	
Butane	18	

4 – What other age restrictions has your store imposed in order to be a responsible retailer and on which products?

Product with self imposed Age Restriction	Age Restriction
Energy drinks	16

5 – Explain the Challenge 25 Policy?

if the person doesn't look 25 they should be asked provide ID, if they can provide acceptable ID confirms they are aged 18 and above, i can serve them.

6 – Explain why you need to use the Challenge 25 Policy?

it helps me to assess peoples ages and to stay compelled with the law.





Test Number: OTB/H

Staff Name (print): _____

7 – Name the acceptable forms of ID (as recommended by Trading Standards)?

Valid Passport, uk photo card, Driving Licence,
pass Hologram card

8 – Explain what you should do if the customer doesn't have any ID or produces an unacceptable form of ID?

refuse sale, no ID no sale policy

9 – Explain how you would refuse a sale?

Stay calm and polite
Apologise and transfer the blame

10 – When you refuse a sale what should you do next?

Put an entry into the store refusal book

11 – Explain what you should do when a customer is aggressive when you refuse to serve them?

Stay calm, keep the till between, call for help
from a manager or work alone a police officer

12 – Who should you talk to if you feel uncomfortable asking customers for ID and making refusals?

Tell the manager/business owner ~~they~~ they
can provide more training

13 – What is one of the first things you should do when you start a shift on the till?

check the refusal book, i can be
~~they can be~~ prepared if they try again.

14 – Where should the Refusal Book be located?

behind the counter within reach of the
till

15 – What action will your employer take if you fail a test purchase by Trading Standards and/ or the Police?

re training and warning





Test Number: OTB/1

Staff Name (print): _____

16 – Explain what you would do, if you suspected that a person (over 18) you were serving was going to pass the alcohol, tobacco or nicotine inhaling products onto someone who is under 18?

Refuse sale and advise the customer, it is an offence to supply tobacco or alcohol or inhaling products to persons under 18.

17 – What are the potential fines associated with an adult who buys alcohol/tobacco/nicotine inhaling products (NIPs) on behalf of an under 18?

Alcohol: £90 (PNJ or CR or CC) unlimited fine

Tobacco: £2500 fine

NIPs: £2500 fine

The following questions only apply if your store sells tobacco.

18 – Give three reasons when you can open the tobacco display and three reasons when you cannot open the tobacco display?

When you can open the display	When you can't open the display
Age is ok, clean	Customer looks under 25 and doesn't have valid ID
If the customer is over 25 but has a person under 25 with them.	To stock the shelves whilst we serve a customer
I have assessed the customer's age and ask the ID is necessary	To expose for v.p. good reason.

19 – Explain what you would do if a customer asks to buy just two single cigarettes?

Refuse the sale because it is illegal to split pre-packed of tobacco.

20 – What does the Statutory Tobacco Notice say?

it is illegal to sell tobacco products to anyone under the age of 18.

21 – Where is the Statutory Tobacco Notice displayed in the store?

on the tobacco sale point, clearly customers can read it.





Test Number: OTB/1

Staff Name (print): _____

The following questions only apply if your store sells nicotine inhaling products.

22 – What components make up an E – cigarette and are classed as a nicotine inhaling product?

A nicotine inhaling device which is rechargeable or disposable, a nicotine cartridge, a nicotine refill substance

23 – Who commits an offence for selling nicotine inhaling products to a person under 18?

The seller of the item and business owner

The following questions only apply if your store sells alcohol.

24 – What ABV does a drink need to be above to be classed as alcohol?

0.5% ABV

25 – Who commits an offence for selling alcohol to a person under 18?

The seller, owner, DPS, premise licence holder and the young person

26 – What happens if you (as a staff member) serve alcohol to an under 18 and are caught by Trading Standards and/ or the Police?

£1,000 fine, prosecuted and unlimited fine, lose my job or lose my personal licence

27 – Who is the Designated Premise Supervisor (DPS) for this store?

Selvaratham Jasathavan

28 – Where would you find the Premise Licence Summary displayed in store?

behind the till, clearly visible to customers
top of the tobacco cabinet

29 – Where would you find a full copy of the Premise Licence?

office folder

30 – Where would you find your written authorisation to sell alcohol?

top of the tobacco unit





Test Number: OTB/1

Staff Name (print): _____

The following questions only apply if your store sells fireworks.

31 – How old does the customer have to be to buy adult fireworks?

..... OVER 18

32 – How old does the customer have to be to buy sparklers?

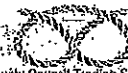
..... OVER 18

33 – What times of year can your store actually sell fireworks?

..... between 15th October to 10th November, 3 days up to and including Diwali, 3 days up to and new year's day, 3 days up to and including chinese new year

Score (out of 17/ 21/23/30/33)	Date	Staff name (Print)	Staff Signature	Trainer Signature
33	1/2/17	S. JASOTHARAN	[Redacted]	[Redacted]

Full score is the expected pass mark. A re-sit will be required if not achieved.





Test Number: SCCT9/2

Staff Name (print):



4/8/16

Age Restricted Sales Quiz

1 – What products does this store sell that are age restricted? And what are the age restrictions for each of these products?

Age Restricted Product	Age Restriction
Tobacco & Sundries	18
ALCOHOL	18
SCRATCH CARD / LOTTERY	16
Medicine (paracetamol etc)	16
Shaving blade	18
Pregnancy Test & Condoms	16

2 – What other age restrictions has your store imposed in order to be a responsible retailer and on which products?

Product with self imposed Age Restriction	Age Restriction
N/A	

3 – What does the Challenge 25 Policy mean?

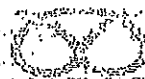
- a) This premise sells products that are age restricted to 25.
- b) If a person looks under 25 they must be asked for ID and if they prove they are over 18 you can serve them.
- c) You must make 25 challenges for ID everyday.

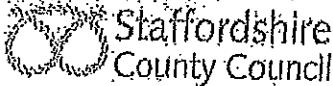
4 – When should you use the Challenge 25 Policy?

- a) When the customer attempts to purchase a product restricted to 25.
- b) When a customer attempts to purchase alcohol.
- c) When a customer attempts to purchase any products that carry an age restriction.

5 – Why do you need to use the Challenge 25 Policy?

- a) Because it is used by supermarkets and other businesses.
- b) Because we want to make alcohol difficult to obtain.
- c) Because it helps me to assess people ages and stay compliant with the law.





Test Number: SGGTS/2

Staff Name (print):



6 - What forms of ID are acceptable to prove someone's age (recommended by Trading Standards)? (Tick all that apply)

- a) UK Valid Passport.
- b) Birth Certificate
- c) NUS Card
- d) European Driving Licence
- e) UK Photocard Driving Licence
- f) PASS Hologram Card

7 - What should you do if the customer doesn't have any ID or produces an unacceptable form of ID?

- a) Tell them that you'll let them off on this occasion, but to bring it next time.
- b) Ask a colleague what age they think the person is and if they say over 18 make the sale.
- c) Refuse the sale as this store operates a strict No ID No Sale Policy.

8 - How should you refuse the sale? (Tick all that apply)

- a) Shout at the person and tell them should know better.
- b) Stay calm and be polite
- c) Apologise and transfer the blame
- d) Ask them for their name and address so you can ring their parents to tell them off.

9 - When you refuse a sale what should you do next?

- a) Put an entry into the store's refusals book.
- b) Laugh at the person you've just refused as they walk out the door.
- c) Shout about the refusals to all staff and customers.

10 - What should you do if a person you suspect to be drunk tries to buy alcohol?

- a) Shout at them for being drunk and tell them they won't get served here!!
- b) Politely refuse to serve them and note it in the Refusals Book.
- c) Push them out of the shop.

11 - What should you do if someone gets aggressive when you refuse to serve them?

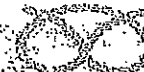
- a) Cry and give them the alcohol anyway.
- b) Shout back at them and then cover your ears and hum so you can't hear them.
- c) Stay calm, use open handed gestures, keep the till between you and call for help from a manager, or if you work alone a Police Officer.

12 - What do you do if you feel uncomfortable asking customers for ID and making refusals?

- a) Just serve everyone; young people don't try to buy products they shouldn't.
- b) Panic each time a restricted product is brought to your till and excuse yourself for a toilet break so someone else has to deal with it.
- c) Tell the Manager/ Business Owner so they provide you with more training.

13 - When you start a shift on the till what should you do first?

- a) Log on and serve customers.
- b) Check what refusals have been made that day so you can be prepared if they try again.
- c) Catch up on the gossip with your colleagues.





Test Number: SCCTS/2

Staff Name (print): _____

14 – Where will you find the Refusals Book?

- a) Behind the Counter within reach of the till.
- b) In the back office.
- c) At the home of the boss.

15 – Who commits an offence for selling alcohol to a person under 18? (Tick all that apply)

- a) The young person (unless authorised by Trading Standards/ Police).
- b) The actual seller.
- c) All Staff who work at the store.
- d) The Business Owner
- e) The Designated Premise Supervisor (DPS)
- f) The Licence Holder

16 – What happens if you (as a staff member) serve alcohol to an under 18 and are caught by Trading Standards and/or the Police? (Tick all that apply)

- a) They will shout at you.
- b) You can be issued with an £90 Penalty Notice for Disorder or prosecuted and fined up to £5000.
- c) Lose my job.
- d) I can lose my Personal Licence (if I have one).

17 – If you have failed a test purchase by Trading Standards/ Police what action will your employer take? (This is dependent on your own company policies)

Verbal warning, more training

18 – Who is the Designated Premise Supervisor (DPS) for this store?

Selva retnam, Ja sotharan

19 – Where would you find the Premise Licence Summary displayed in store?

Above the Tobacco display unit

20 – Where would you find a full copy of the Premise Licence?

Back office

21 – Where would you find your written authorisation to sell alcohol?

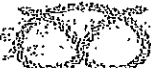
Displayed above Tobacco display unit

22 – What ABV does a drink need to be above to be classed as alcohol?

- a) 2%
- b) 1.5%
- c) 0.5%

23 – What would you do if you suspected that a person (over 18) you were serving was going to pass the alcohol onto Under 18s?

- a) Tut at them but still serve them.
- b) Serve them, it's nothing to do with you what they do with the alcohol as they leave the store.
- c) Refuse the sale and advise the customer that it is an offence to supply alcohol to persons under 18. This is called a Proxy Sale.





Test Number: SQCTS/2

Staff Name (print): _____

24 – If an adult buys alcohol on behalf of an under 18 what are the potential fines associated with that offence? (Tick all that apply)

- a) £90 on the spot fine called a Penalty Notice for Disorder (PND)
- b) £60 PND
- c) Up to £5000 if taken to court

25 – A customer asks to buy just two single cigarettes what do you do?

- a) Open a pre-packaged box of cigarettes and serve them with 2 single cigarettes for 50 pence each.
- b) Tell them your store doesn't sell them.
- c) Refuse the sale because it is illegal to split pre-packed units of tobacco, but explain they can purchase a pack of 10 instead.

26 – What are the words on the Statutory Tobacco Notice?

- a) You will be asked for ID if you try to buy Tobacco and look under 25.
- b) Under 18s cannot buy Tobacco.
- c) It is illegal to sell tobacco products to anyone under the age of 18.

27 – Where should the Statutory Tobacco Notice be displayed?

- a) In the staff room.
- b) By the till and it doesn't matter if products obscure it so customers can't read it.
- c) At the point of sale of Tobacco, clearly visible so customers can read it.

The following questions only apply if your store sells fireworks.

28 – How old does the customer have to be to buy fireworks?

N/A

29 – How old does the customer have to be to buy sparklers?

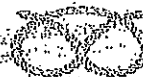
N/A

30 – What times of year can your store actually sell fireworks?

N/A

Fireworks Retailer Score (out of 30)	Non-Fireworks Retailer Score (out of 27)	Staff name (Print)	Staff Signature	Trainer Signature
		[Redacted]	[Redacted]	[Redacted]

Full score is the expected pass mark. A re-sit will be required if not achieved.



Refusals/Challenge Register

It is important that all staff involved in the sale of age restricted products make an accurate record of all occasions on which they refuse to sell to a customer. They can also record all challenges even where acceptable ID is provided.

This book may appear as part of the evidence in court to demonstrate that this business operates in a manner which follows good practice in selling age restricted products.

Therefore each entry must be checked by the owner or manager and each page should be signed and dated to show that checks have been made.

Age Restricted Products	
Alcohol	18 years
Cigarettes/Lighter Refill (Butane)	18 years
Fireworks	18 years
Knives	18 years
Tobacco	18 years
Liquor	18 years
BB-Guns	18 years
Video/DVD	12/15/18 years
Party Poppers	15 years
Video Games	12/16/18 years



For further copies of this book or advice please contact: Public Protection, Trading Standards, c/o Block A, Tipping Street, Stafford, ST16 2DH. Telephone: 0300 111 8000 & 08453-303-313

Start Date: 01-03-2015 End Date:
 Business Name: Westbourne Food & Wine Ltd

It is important that all staff involved in the sale of age restricted products maintain accurate records of all occasions on which they refuse to sell to a customer.

They can also record all challenges even where acceptable ID is provided.

This book may appear as part of the evidence in court to demonstrate that the business operates in a manner which follows good practice in selling age restricted products.

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LET: Public Protection, Including Standards, c/o
111 8000 8088 303 313

Wine Ltd

Saler Person	Time	Date	Product Type														
			ALCOHOL	TOBACCO	LIGHTER REFILL	SOLVENTS	LOTTERY	BB GUNS	VIDEO/DVD	CD ROM	FIREWORKS	KNIVES	OTHER				
S. JASTHAPAN	13.50	26.09.15		✓													
S. JASTHAPAN	13.53	26.09.15		✓													
S. JASTHAPAN	14.05	06.09.15		✓													
S. JASTHAPAN	12.01	15.09.15		✓													
S. JASTHAPAN	12.42	26.10.15		✓													
S. JASTHAPAN	11.40	9/6/15		✓													
S. JASTHAPAN	11.33	28/7/15															✓
S. JASTHAPAN	20.51	21/7/15															✓
S. JASTHAPAN	11.32	9/8/15		✓													

Reason for Request				Product Name	Description of Buyer/Comment	Reason for Sale Provided							
Looks Underage No. LD.	Buying for Underage	Indicated	Other			Valid UK Photo Driving Licence	Valid UK Passport	PASS Logo Cards	Child ID (Please specify or other reason for sale)				
✓				STRAWBERRY	Young boy buying								
	✓			STRAWBERRY	adult bought family								
✓				3 in 1 milk	Young boy about 17/18								
✓				Bar Ant	Teen Young								
				Stabi Chic	Young Girl about 17/18								
	✓			10x400000	Young about 18 about 18/19								
	✓			4x2 814	Look over 17/18								
	✓			4x2 2LA	Look under 17								
	✓			Lighter	Look over 16/17								
				3 in 1 milk	Look over 17								

Checked by: _____ (Manager) Date: _____ (Date)

Sales Person	Time	Date	Product Type													
			ALCOHOL	TOBACCO	LIGHTER REFILL	SOUVENIRS	LOTTERY	BB GUNS	VIDEO/DVD	CD-ROM	FIREWORKS	KNIVES	OTHER			
S. JASTHARAN	18:30	12/8/16														
S. JASTHARAN	17:50	16/8/16														
S. JASTHARAN	13:28	21/8/16														
S. JASTHARAN	12:26	22/8/16														
S. JASTHARAN	19:32	23/8/16														
S. JASTHARAN	19:34	23/8/16														
S. JASTHARAN	11:15	24/8/16														
S. JASTHARAN	21:22	28/8/16														
S. JASTHARAN	21:30	31/8/16														

Reason for Refusal				Product Name	Description of Buyer/Comment	Reason for sale (if provided)								
Looks Underage	Buying for Underage	Indicated	Other			Valid UK Licence	Valid UK Passport	Pass Log	Cards	Client ID (if specifically for other reason)				
<input checked="" type="checkbox"/>				10 C-3/5	100% under 25	<input checked="" type="checkbox"/>								
<input checked="" type="checkbox"/>					He is asking for someone I know with underage (82)									
					9 Gold Leaf	<input checked="" type="checkbox"/>								63-16
<input checked="" type="checkbox"/>				10/1/16	10/1/16 Reason: Low on wine. 2x 11m is ok These young kids about 14 yrs									0/16
<input checked="" type="checkbox"/>					20 sum Credal									
<input checked="" type="checkbox"/>					20 sum Credal									
<input checked="" type="checkbox"/>					20 sum Credal									
<input checked="" type="checkbox"/>					20 sum Credal									
<input checked="" type="checkbox"/>					20 sum Credal									

Checked by: [Signature] (Manager) 21/8/16 (Date)

Sales Order	Title	Date	Product Type													
			ALCOHOL	TOBACCO	LIGHTER REFILL	SOLVENTS	LOTTERY	BB GUNS	MP3/DVD	CD ROM	NETWORKS	KNIVES	OTHER			
S. JAWSTHARON	13.29	1.9.16	✓													
S. JAWSTHARON	12.07	2.9.16	✓													
S. JAWSTHARON	8.27	13.7.16	✓													
S. JAWSTHARON - Check																14/9/16
S. JAWSTHARON	21.32	1.4.16	✓													
S. JAWSTHARON	13.07	19/9/16	✓													
S. JAWSTHARON	13.29	2.1.16	✓													
S. JAWSTHARON	17.50	22/9/16	✓													
S. JAWSTHARON	10.15	26.9.16														
S. JAWSTHARON	10.27	29/9/16	✓													

Reason for Refusal				Product Name	Description of Buyer/Comment	Reason for sale ID provided													
No. ID	Buying for	Underage	Other			Valid UK Licence	Valid UK Passport	PASS Logo	Cards	Other ID (please specify or other reason for sale)									
✓				10 BFF 12 50	Young Carer about 18	✓													
				2000	Young man about 19	✓													01/18
				MSD	Young boy about 19	✓													
				Child Lock 250	Young boy about 18	✓													
				2000	Young man about 19	✓													
				Lighter 100	Young girl	✓													
				Flu 1	Young girl	✓													

System checked by: *[Signature]* (Manager) 29/9/16 (Date)

Sales Person	Time	Date	Product Type														
			ALCOHOL	TOBACCO	LIGHTER/REFILL	SOLENITS	LOTTERY	BB GUNS	VIDEO/VCD	CD ROM	FIREWORKS	KNIVES	OTHER				
S. Spontaneous	10:19	11/10/16	✓														
S. Spontaneous	20:19	11/10/16	✓														
S. Spontaneous	10:19	12/10/16	✓														
S. Spontaneous	11:20	26/10/16	✓														
S. Spontaneous	17:40	26/10/16	✓														
S. Spontaneous	12:08	27/10/16	✓														
S. Spontaneous	18:57	1/10/16	✓														
S. Spontaneous	8:30	3/11/16	✓														

Reason for refusal	Product Name	Description of Buyer/Comment	Reason for sale ID provided			
			Valid UK Photo Driving Licence	Valid UK Passport	PASS Logd	Other ID (passports) or information for sale
Looks Unlarge			✓			
Info denied						
Buying for Unlarge						
Other						
	Simon Lupton	Young male young male c.18 But 170 25	✓			
	Retention	you want the other than the name of John				
	Simon Lupton	Young boy	✓			
	Simon Lupton	Woman with 20	✓			
	Simon Lupton	Simon Lupton Richard Scott 20				
	Simon Lupton	Simon Lupton				
	Simon Lupton	Simon Lupton				
	Simon Lupton	Simon Lupton				

Checked by: _____ (Manager) Date: _____

Sales Person	Time	Date	Product Type													
			ALCOHOL	TOBACCO	LIGHTER/RENTL	SOLENITS	LOTTERY	99 GUNS	VCD/DVD	CD ROM	FIREWORKS	KNIVES	OTHER			
S. JAYANTHAKAN	19-17	28/11/16	✓													
S. JAYANTHAKAN	19-35	29/11/16	✓													
S. JAYANTHAKAN	12-12	30-11-16	✓													
S. JAYANTHAKAN	11-23	01/12/16	✓													
S. JAYANTHAKAN	13-05	02/12/16	✓													
S. JAYANTHAKAN	15-23	7/12/16	✓													
S. JAYANTHAKAN	21-54	9/12/16	✓													
S. JAYANTHAKAN	17-50	14/12/16	✓													
S. JAYANTHAKAN	19-48	14/12/16	✓													
	Checked															S. JAYANTHAKAN

Reason for Refusal				Product Name	Description of Buyer/Comment	Reason for Buyer ID provided			
No. ID	Buying for Undrags	Incepted	Other			Valid UK Photo Drags	Valid UK Passport	Pass Logo	Cards
✓				10 Stun Pistol	the Lanta for Lanta Lanta with 25	✓			
				Stun	NO ID Numbers Stun 20				
				L93 20	L93K with 25	✓			
				5mmpl	the Lanta with 25	✓			
				Stun Arms 10	the Lanta with 25	✓			
				BZZZ	Stun Cant with 19	✓			
				10 Stun	the Lanta with 25	✓			
				10 Pallmall	she is back with 25	✓			
				Stun	she is Lanta with 25	✓			
					14/12/16				

Checked by: _____ (Manager) _____ (Date)

Sales Person	Time	Date	Product Type													
			ALCOHOL	TOBACCO	LIGHTER REFILL	SOUVENIRS	LOTTERY	BB GUNS	VIDEO/DVD	CD ROM	FIREWORKS	KNIVES	OTHER			
S. Jaganathan	14.08	20/12/16		✓												
S. Jaganathan	12.08	21/12/16		✓												
S. Jaganathan	13.38	21/12/16		✓												
S. Jaganathan	17.05	4		✓												
S. Jaganathan	09.15	26/12/16		✓												
S. Jaganathan	15.26	4		✓												
S. Jaganathan	16.44								✓							
S. Jaganathan	11.10	10/11/17		✓												
S. Jaganathan	Check	by														10/1/17
S. Jaganathan	13.47	20.01.17		✓												

Reason for refusal				Product Name	Description of Buyer/Comment	Reason for sale ID provided								
Looks Underage No. ID	Buying for Underage	Intoxicated	Other			Valid UK Licence	Valid UK Passport	Passports	Cards	Other ID (please specify or other reason for sale)				
✓					Looks about 19 but not valid ID									
✓					Not valid ID Young man Looks about 17 yr.									
✓					He looks under 18									
					He is look under 25 No ID									
					She look under 25					✓				
✓					He look under 16									
					She's look under 18					✓				
✓					Customer She is male with ID but no ID									

Checked by: S. Jaganathan (Manager) 24/1/17

Sales Person	Time	Date	Product Type														
			ALCOHOL	TOBACCO	LIGHTER/BRIAR	SOLENTS	LOTTERY	BBGUNS	VIDEO/DVD	CD ROM	FIREWORKS	KNIVES	OTHER				
S. Saso-Thomas	16.25	25/01			✓												
	17.32.55	30/01	✓														
S. JAMES THOMAS	11.07	7/2/17		✓													
S. JAMES THOMAS	15.10	2/2/17	✓														
S. JAMES THOMAS	8.10	6/2/17	✓														
	Check																
S. JAMES THOMAS	12/23	25/2/17	✓														
S. JAMES THOMAS	16.40 PM	26/2/17	✓														
	S. James Thomas																
	Check																
S. Saso-Thomas	16.30	02/03/17	✓														

Reason for refusal				Product Name	Description of Buyer/Comment	Reason for sale: ID provided			
Looks Underage	Buying for Underage	Incorrect	Other			Valid UK Photo ID/Driving License	Valid UK Passport	PASS LOG	Cards
✓				lighter	he is look around 16	✓			
					she is look under 18				
					she is look 18 years old	✓			
				10stbun	1/2 is look and 25	✓			
				54124	Copy Card	✓			
				Cheng	Cheng	✓			
				Ami-stu	Ami-stu	✓			
				10stbun	she is look under 18			✓	
				Children	Children				
✓				glen's	He look around 18				

Checked by: _____ (Name)
_____ (Date)

Sales Person	Time	Date	Product Type													
			ALCOHOL	TOBACCO	LIGHTER/REFILL	SOLVENTS	LOTTERY	BB GUNS	VIDEO/DVD	CD ROM	FIREWORKS	KNIVES	OTHER			
S. J. Jaraman	19-24	04-4-17	✓													
S. J. Jaraman	10-32	07-4-17	✓													
S. J. Jaraman	12-13	09-4-17	✓													
S. J. Jaraman	01-4F	04-07-17	✓													
S. J. Jaraman	13-30	06-05-17	✓													
S. J. Jaraman	18-32	12-01	✓													
	Check															
S. J. Jaraman	18-30	12-01-17	✓													
S. J. Jaraman	01-14	01-01-17														✓
S. J. Jaraman	10-54	00-5-17	✓													

Reason for Refusal				Product Name	Description of Buyer/Comment	Reason for sales ID provided							
Looks Underage	Buying for Underage	Intoxicated	Other			Valid UK License	Valid UK Passport	Pass/Logo	Other ID (please specify) or other reason for sale				
				B&B Silver 200 200 Anker	you're much cooler and you are (Holy)	✓							
				Red Carbon Mike John	look cooler	✓							
				Disarm	walk your way	✓							
				Stealing	look like under 25	✓							
				smoke	look cool	✓							
				12/5/17									
				Smoking Club	He is cool and ask much you can wait outside	✓							
				Maths	you can also	✓							
				Big mug	looker under age	✓							

Checked by: S. J. Jaraman (Manager) 20-5-17 (Date)

Sales Person	Time	Date	Product Type													
			ALCOHOL	TOBACCO	LIGHTS REFILL	SOUVENIRS	LOTTERY	BB GUNS	VIDEO/DVD	CD ROM	PIREWORKS	KEYS	OTHER			
S. JASSTHARAN	14.11	29/07/17	✓													
S. JASSTHARAN	17.40	3/10/17	✓													
S. JASSTHARAN	09.42	08/10/17	✓													
	Checked					12/10/17										
S. JASSTHARAN	17.05	15/10/17	✓													
S. JASSTHARAN	13.35	20/10/17														
S. JASSTHARAN	13.35	23/10/17	✓													
	Checked					22/10/17										
S. JASSTHARAN	21.20	27.10	✓													
S. JASSTHARAN	17.05	5/11/17	✓													

Reason for Refusal				Product Name	Description of Buyer/Commitment	Reason for Sale ID provided					
Looks Underage No. ID	Buying for Underage	Intoxicated	Other			Valid UK Photo Driving Licence	Valid UK Passport	PASS Logg Cards	Other ID (please specify) or other reason for sale		
				20 Royal	Yana Card Look-in 18				✓		
✓				20 Sterling	He is look under 25						
				Pamly Jack	The Give under 18						✓
				8 Banthun	John						
				Foster	look under 18						✓
				Sharon	look under 25						✓
				10 pack Steel	The look and 25 an Sharon with look						
				504 mtm	Checked						
				Waste	look card 25						✓
					look under 25						✓

Checked by: (Manager) _____ Date: _____

Sales Person	Time	Date	Product Type																	
			ALCOHOL	TOBACCO	LIGHTER REFILL	SOLVENTS	LOTTERY	BB GUNS	VIDEO/DVD	CD ROM	EMBROIDERS	KNIVES	OTHER							
S. JAMES	20:12	23-04-78	✓																	
S. JAMES	20:40	27-04-78		✓																

Reason for sale ID provided				Description of Buyer/Comment	Product Name	Reason for refusal				Other ID (please specify or other reason for sale)		
Valid UK Photo ID	Valid UK Licence	Valid UK Passport	PASS Logo			Looks Underage	Buyer for	Underage	Impoverished		Other	
✓				Young, male, white, 1977	Chips							
				She was back on at.	2000, 2000, 2000							

Checked by: _____ (Manager) Date: _____