

The Employee Training Materials

Tobacco Quiz – Replace Old Questions with New Questions

You can use the same style for the quiz as the previous kit. Can it be formatted to fit on one page.

***The questions can be in any order to fit the format to keep on one page, just need to make sure the answer key is adjusted

<p>1) How old does a customer need to be to legally purchase tobacco or electronic smoking device products?</p> <p>A) 19 years or older</p> <p>B) 21 years or older</p> <p>C) Any age as long as they are with a person who is 21 years or older. Doesn't matter, a sale is a sale for the business.</p>	<p>4) When can you sell tobacco to other clerks who work with you at your store?</p> <p>A) When your manager allows you to make a sale</p> <p>B) When they are 21 years or older</p> <p>C) When they are on duty – regardless of age</p> <p>D) When they are off duty</p>
<p>2) A customer comes into the store and asks to purchase tobacco or an electronic smoking device, what is correct sequence of actions to take before you complete a transaction?</p> <p>A) Ask how old they are and if they say over 21 sell them the product</p> <p>B) Look outside to make sure the Tobacco Enforcement Officer isn't in the parking lot before completing the sale without asking for ID</p> <p>C) Ask the customer for ID, physically hold the ID and check the date of birth, match the photo to the customer and sell the product once you confirmed they are of legal age</p> <p>D) Ask the customer for ID and if they don't have one, ask your manager if it's okay to complete the sale</p>	<p>5) A person who looks around 22 or 23 years old asks to buy tobacco but they don't look anything like their ID photo. The customer says it's because they changed their hair style and colour. What should you do?</p> <p>A) Believe them and sell them the product</p> <p>B) Ask to see their most recent Facebook photo to confirm it's them</p> <p>C) Ask the customer to find someone else to purchase for them</p> <p>D) Refuse the sale until they produce another form of legal ID</p>
<p>3) Which of the following is not an acceptable form of ID to purchase tobacco/electronic smoking device?</p> <p>A) University or High School ID card</p> <p>B) Government Issued Passport</p> <p>C) Federal or provincial ID card that has their name, date of birth, photo and signature on the card</p> <p>D) Canadian Permanent Residence document</p>	<p>6) When can you sell single cigarettes to a customer?</p> <p>A) When its out of your own pack</p> <p>B) When the customer is of legal age</p> <p>C) Never, it is illegal</p> <p>D) When store policy allows it</p>

<p>7) What is the recommended age that you are required to check the ID for anyone who looks younger than what age?</p> <p>A) 19 years or older B) 21 years or older C) 25 D) 30</p>	<p>10) Which of the following items are tobacco or electronic smoking device products and can only be sold to customers over the age of 21? (circle all that apply)</p> <p>A) Rolling papers B) Vape juice C) A glass pipe D) Lighter E) Cigarette holder F) Vape pen without e-solution</p>
<p>8) A customer who appears to be under the legal age asks to purchase a pack of cigarettes. You ask the customer for ID and the customer says they don't have it with them. A more senior staff member says to you it's okay to sell them the cigarettes because they know them. Are you allowed to complete the sale?</p> <p>A) Yes B) No</p>	<p>11) What is the legal age to purchase an electronic smoking device product that contains no tobacco or nicotine?</p> <p>A) 19 B) Any age since there is no nicotine or tobacco C) 21 D) 18</p>
<p>9) A 12 year-old boy comes into the store and wants to buy his dad some cigars for his birthday. What do you do?</p> <p>A) Refuse the sale B) Ask the boy to get a note from an adult for permission C) Complete the sale since the product isn't for the boy D) Call your manager to see if it's okay to make the sale</p>	<p>12) I can face a wide range of penalties for selling tobacco or an electronic smoking device to someone under 21, including a suspension or termination from my employer, receiving a warning letter or a summary offense ticket from the government?</p> <p>A) True B) False</p>

Date Completed: _____

Employee Signature: _____

Please keep a copy of this form for your employee personnel files.



Employee Training and Tools - Answer Key

<p>1) How old does a customer need to be to legally purchase tobacco or electronic smoking device products?</p> <p>A) 19 years or older</p> <p>B) 21 years or older</p> <p>C) Any age as long as they are with a person who is 21 years or older. Doesn't matter, a sale is a sale for the business.</p>	<p>4) When can you sell tobacco to other clerks who work with you at your store?</p> <p>A) When your manager allows you to make a sale</p> <p>B) When they are 21 years or older</p> <p>C) When they are on duty – regardless of age</p> <p>D) When they are off duty</p>
<p>2) A customer comes into the store and asks to purchase tobacco or an electronic smoking device, what is correct sequence of actions to take before you complete a transaction?</p> <p>A) Ask how old they are and if they say over 21 sell them the product</p> <p>B) Look outside to make sure the Tobacco Enforcement Officer isn't in the parking lot before completing the sale without asking for ID</p> <p>C) Ask the customer for ID, physically hold the ID and check the date of birth, match the photo to the customer and sell the product once you confirmed they are of legal age</p> <p>D) Ask the customer for ID and if they don't have one, ask your manager if it's okay to complete the sale</p>	<p>5) A person who looks around 22 or 23 years old asks to buy tobacco but they don't look anything like their ID photo. The customer says it's because they changed their hair style and colour. What should you do?</p> <p>A) Believe them and sell them the product</p> <p>B) Ask to see their most recent Facebook photo to confirm it's them</p> <p>C) Ask the customer to find someone else to purchase for them</p> <p>D) Refuse the sale until they produce another form of legal ID</p>
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3.4 Employee Agreement

Please initial in the box beside each paragraph to show that you fully understand the requirements of the Provincial tobacco legislation and store policy.

- A tobacco product includes:** cigarettes, cigars, chewing tobacco, snuff, bidis, pipe tobacco, loose tobacco, kreteks, tobacco sticks.
- An electronic smoking device includes:** electronic cigarette, electronic cigar, electronic cigarillo, electronic pipe or electronic waterpipe, e-liquid, ESD cartridge, or additive solutions.
- It is illegal to sell or provide (furnish) tobacco and electronic smoking device products to anyone under 21 years of age.**
- I understand and will follow store policy to request I.D. from anyone appearing 30 years of age or under.**
- I understand that I will ask a customer for ID and check the identification to make sure they are over the legal age of 21 before reaching for the product they are asking to purchase.**
- I understand that if a customer does not provide proper identification for me to verify they are of the legal age, I am to refuse the sale of the tobacco or electronic smoking device product.**
- I understand that the only acceptable I.D. is government photo I.D. as defined in the federal and provincial tobacco and ESD legislation.**

I, _____, have read and understand the requirements of Prince Edward Island tobacco and electronic smoking device legislation and store policy regarding sales of said products.

Employee Signature: _____

Date: _____

Employer/Trainer Signature: _____

Date: _____

Note: Please keep a copy of this form for your employee personnel files



3.5 Training Certificate

This is to certify that I, _____
(Name of Employer)

of _____
(Name of Retail Outlet)

has provided tobacco and electronic smoking device sales training to

(Name of Employee)

This employee has demonstrated knowledge of laws and policies to prevent the sale of tobacco and electronic smoking device products to people under 21 years of age.

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

Employer/Manager Signature: _____ Date: _____

Note: Please keep a copy of this form for your employee personnel files.

Certificate template to be printed