

SIA door supervisor – 50 practice questions with answers

Questions across all four units of the Level 2 door supervisor qualification, with the answer and an explanation for each one at the end.

Our own questions, written to the SIA specification – not questions from the real exams.

How to use it: answer all questions on paper first, then check the answers. The real exams: Unit 1 – 72 questions in 110 minutes, Unit 2 – 50 in 75, Unit 3 – 20 in 30 (pass mark 70 % each), Unit 4 – 30 in 45 (pass mark 80 %). Source: SIA Get Training (February 2021), pages 20–22. The SIA consulted on new specifications until 23 October 2026, so figures may change.

Unit 1 – Principles of working in the private security industry

1. It is 2 a.m. and you are leaving work alone after your shift at a city centre bar. Which action best minimises the risk to your personal safety on the journey home?

- A Carrying extra cash in your hand so you can pay quickly if needed
- B Taking a shortcut down an unlit alley to get home more quickly
- C Letting a colleague know your route and using a licensed taxi from a well-lit rank
- D Walking home with headphones in so you are less aware of street noise

2. For which type of offence can a security operative make a citizen's arrest under section 24A of the Police and Criminal Evidence Act 1984?

- A Any offence, including civil disputes
- B Only offences where someone has been injured
- C Indictable offences
- D Only minor public order offences

3. It is 11 p.m. on a Saturday. Which person is most clearly carrying out licensable conduct that normally requires a front-line SIA licence under the Private Security Industry Act 2001?

- A The cleaner who empties bins after the venue closes
- B The DJ who announces last orders to the crowd
- C The bar supervisor who only serves drinks inside the venue
- D The door supervisor controlling entry and dealing with conflict on the nightclub door

4. It is 8 p.m. at a busy town-centre bar. A new colleague says, "The SIA tells this venue how to run the bar and sets our opening hours." What is the main role of the Security Industry Authority (SIA) in this situation?

- A To set alcohol prices and opening hours for all licensed venues
- B To license and regulate private security operatives and companies
- C To command local police operations in the nightlife area
- D To write and enforce each venue's premises licence conditions for alcohol sales

5. In most premises, what is the correct order of actions when you discover a fire?

- A Call the fire service, then wait for instructions before doing anything else
- B Try to extinguish the fire, then raise the alarm and evacuate people
- C Raise the alarm, evacuate people, then call the fire service when it is safe
- D Evacuate people, call the fire service, then raise the alarm

6. Which type of record would most appropriately be used to log significant events during a shift, such as police visits, ejections and maintenance issues?

- A Search register
- B Daily occurrence book
- C Accident book
- D Refusals log

7. It is 1 a.m. in a busy nightclub and the music is very loud. You need to explain to a customer why you cannot let them back in. What is the most effective way to communicate this?

- A Write a note and ask another customer to pass it along the queue to them
- B Move with the customer to a quieter area and explain the situation calmly face to face
- C Wait until the music is turned off at the end of the night before speaking to them
- D Shout your explanation from a few metres away so they can hear you over the music

8. Which option correctly matches a type of emergency with a key associated problem?

- A Power failure – the DJ having to stop music for a few minutes.
- B Medical emergency – customers having to wait longer at the bar.
- C Bomb threat – minor disruption to staff rotas.
- D Fire in the premises – smoke, heat and rapid loss of visibility.

9. Which of the following is the best example of a vehicle-borne improvised explosive device (VBIED)?

- A A vehicle left outside a venue containing a hidden home-made bomb
- B A small device hidden in a bin inside a shopping centre
- C A person wearing a rucksack filled with explosives
- D A car driven at speed into a crowd to run people over

10. Which of these is recognised as a factor that could make someone more vulnerable when visiting licensed premises?

- A Wearing expensive clothing and jewellery
- B Booking a table in advance for a special occasion
- C Being separated from their friends inside the venue
- D Arriving early and being first in the queue

11. It is 1 a.m. and you have just helped restrain a violent customer until the police arrived. You feel a bit shaky but tell yourself you will be fine. Why is it still important to tell your supervisor how you feel and ask about support?

- A To help you process the incident and reduce the risk of longer-term stress reactions
- B So you can avoid giving a formal statement to the police
- C To make sure you are not put on door duties again
- D So your supervisor can reduce your wages to cover any damage

12. It is 1 a.m. and a member of bar staff cuts their hand on broken glass and needs first aid.

What should you ensure happens in relation to accident reporting?

- A The details are written in the accident book as soon as practicable after the incident
- B Only verbal notes are given to the manager so nothing is written down
- C The incident is ignored because the injury is minor and has been treated
- D The injured person is asked to write a statement but no accident book entry is needed

13. Why should citizen's arrests be used only as a last resort by security operatives?

- A Because they carry risks of injury, escalation and legal consequences if used wrongly
- B Because citizen's arrest is quicker than calling the police
- C Because venue policies normally forbid any contact with customers
- D Because arrest always guarantees a conviction in court

14. It is 1 a.m. outside a nightclub. A customer punches another person in the queue, and later the injured person also wants money for their injuries. How are criminal and civil law likely to apply in this situation?

- A Neither criminal nor civil law applies because it happened on private premises
- B The punch could be a criminal offence, and the injured person could make a separate civil claim for compensation
- C Only civil law applies because both people are members of the public
- D Only criminal law applies because violence is always criminal and there can be no civil claim

15. It is 1.15 a.m. and a fight breaks out just inside the entrance, clearly captured on the venue's CCTV. As a door supervisor, what is the most appropriate action regarding the CCTV recording?

- A Record the time and location of the incident and inform your manager so the footage can be preserved and passed to the police if needed
- B Delete the footage once the people involved have left to avoid complaints
- C Make a personal copy of the footage on your phone in case the venue loses it
- D Immediately replay the footage for the customers involved so they can see what happened

16. Which fire extinguisher colour is correctly matched with its contents?

- A Red label – foam
- B Cream label – water
- C Yellow label – CO2
- D Blue label – dry powder

17. You receive a court witness summons relating to an incident at your venue. What should you do first?

- A Inform your employer and check the dates and times so arrangements can be made for you to attend
- B Destroy the document once you have told your manager about it
- C Ask a colleague to go to court in your place without telling the court
- D Ignore it until the police contact you again with a reminder

18. A customer at the door appears not to understand your English well and is struggling to answer your questions. What is the most appropriate way to respond?

- A Speak more loudly and repeat the same sentences in exactly the same way
- B Use simpler words, speak slowly and clearly, and use basic gestures to support understanding
- C Refuse entry immediately because they do not understand English
- D Ask other customers in the queue to question them instead

19. You find a customer lying on the floor in the toilets, apparently unconscious. As a door supervisor with basic first-aid awareness, what should you do first?

- A Immediately drag the customer into the corridor so they are easier to see.
- B Give the customer a strong shake and slap to try to wake them up.
- C Check for danger, call for a trained first aider and ask someone to call 999 if needed.
- D Leave the customer where they are and wait to see if they recover on their own.

20. Which behaviour is most likely to indicate hostile reconnaissance of a licensed venue?

- A A delivery driver checking the address before unloading
- B A customer asking how much the entry fee will be next weekend
- C A tourist taking one quick photo of the building from across the road
- D A person repeatedly visiting, filming CCTV cameras and counting security staff

Unit 2 – Principles of working as a door supervisor

21. Which statement about a door supervisor's right of search is correct?

- A You may only search someone if they agree to be searched under the conditions of entry
- B You may search anyone entering as long as your SIA licence is valid
- C You may search bags without consent but need consent to search the person
- D You may search anyone you think is suspicious, even if they refuse

22. It is 11 p.m. in a busy nightclub. You see a customer take a coat from the cloakroom rail without a ticket and leave quickly. The CCTV shows the coat belongs to another customer. Which offence best describes this behaviour?

- A Criminal damage
- B Theft
- C Robbery
- D Burglary

23. In the context of preserving a crime scene, what does the 'contact' stage of 'contact, cordon, contain and control' mainly involve?

- A Physically detaining any suspects involved in the incident
- B Informing the appropriate emergency services or control point about the incident
- C Questioning all witnesses before anyone else can speak to them
- D Moving casualties away from the area as quickly as possible

24. It is 1 a.m. and you ask a drunk and abusive customer to leave the bar. He refuses, saying, "You can't make me go, I've paid to be here." Which legal point best explains why he must leave?

- A Customers must leave when asked or they lose their consumer rights
- B Refusing to leave automatically makes him guilty of robbery
- C Refusing to leave when asked is always a breach of the peace
- D Failing to leave licensed premises when drunk or disorderly after being asked is an offence under the Licensing Act 2003

25. At the front of the queue you see a customer with a small bag containing fine white powder and a short drinking straw. They joke that they are "getting ready for a few lines later". Which illegal drug is this most likely to be?

- A Heroin
- B Cocaine
- C LSD
- D Cannabis

26. A manager tells you formal queue control is unnecessary because customers are "used to sorting themselves out". What is the main reason this attitude is a risk for the venue?

- A Lack of queue control means the venue will not be allowed to serve alcohol after midnight
- B Lack of queue control allows customers to complain directly to the local council about prices
- C Lack of queue control will automatically reduce the venue's legal capacity limit
- D Lack of queue control increases the chance of arguments, pushing and accidents outside the venue

27. It is 10 p.m. and you are working outside a busy venue on a dimly lit street with moving vehicles and large crowds. Why is wearing high-visibility clothing particularly important here?

- A It shows customers that you are in charge and allows you to enforce any rule you decide
- B It stops you being recorded clearly on CCTV cameras during incidents
- C It makes you more visible to drivers and customers, helping to prevent accidents and improve safety
- D It replaces the need to communicate with colleagues because people can see you easily

28. During a search, a customer suddenly complains of severe chest pain and collapses. What should you do immediately?

- A Continue the search to secure any prohibited items
- B Ask them to sign a disclaimer before offering help
- C Move them outside and leave them sitting alone to recover
- D Call for medical assistance, start basic first aid and inform management

29. It is 1 a.m. and a man grabs a bottle from the bar, points it at the bar staff and demands the contents of the till. The staff member hands over the money in fear. Which offence does this most clearly describe?

- A Robbery
- B Criminal damage
- C Burglary
- D Theft

30. It is 1 a.m. and you eject a drunk customer who tried to punch you. You complete a detailed incident report before leaving. The next day the customer complains you assaulted him without reason. How does your report most help you now?

- A It guarantees the complaint will be dismissed without any investigation
- B It allows you to refuse to speak to the police if they ask for an interview
- C It allows you to change your story later if you remember new details
- D It provides a timely written account made while your memory was fresh to support your version of events

31. Which statement best describes the role of the Designated Premises Supervisor (DPS) in a venue that sells alcohol?

- A The DPS is responsible only for security staff rotas and training
- B The DPS is only responsible for cash handling at the bar
- C The DPS has day-to-day responsibility for alcohol sales and how the premises are run under the premises licence
- D The DPS has no legal responsibility as long as a manager is on duty

32. During a consent search at the entrance, you find a small bag of white powder in a customer's pocket. They admit it is cocaine. What is the most appropriate action in line with law and good practice?

- A Keep the drugs yourself and give them back when the customer leaves
- B Let the customer enter but warn them not to use the drugs inside
- C Seize the drugs, refuse entry, inform your supervisor or manager and follow venue procedures for recording and passing them to the police
- D Return the drugs and allow entry, as it is their personal choice

33. The clicker count shows the venue is at its maximum agreed capacity. A large group is waiting in the queue. As a door supervisor, what should you do?

- A Admit the group but close a smaller bar area elsewhere to balance numbers
- B Allow the group in because the dance floor still looks like it has space
- C Let only the women from the group in so the venue looks busier without being "too full"
- D Stop further admissions and operate a one-in, one-out system while informing the manager of the situation

34. It is 1 a.m. and your nightclub is close to its capacity limit. You are on the door with a clicker, counting people in, but nobody is counting people leaving. What is the most appropriate action?

- A Ask a colleague to count people leaving while you continue counting people entering
- B Estimate the number of people leaving by checking how quiet the bar area looks
- C Stop using the clicker and rely on CCTV to judge whether the club looks full
- D Reset your clicker to zero and start a fresh count from that point

35. Which statement best describes what you should do if someone refuses to be searched at the entrance?

- A Allow them in but note their description for later
- B Call the police and insist they carry out a search
- C Refuse them entry because you cannot carry out the agreed search
- D Physically restrain and search them if you believe they may have drugs

Unit 3 – Application of conflict management

36. Inside a loud music venue, a customer is becoming annoyed because they cannot understand your instructions. What is the main barrier to communication in this situation and how should you address it?

- A Attitude; warn them that you will eject them if they do not listen
- B Physical noise; move to a quieter area or reduce the music level if possible
- C Cultural; ask them which language they prefer you to use
- D Emotional; tell them to calm down before you will speak to them

37. Which statement best describes a 'win-win' approach to resolving conflict in door supervision?

- A Making sure the customer gets what they want so they do not complain
- B Getting the customer to back down so you keep full control of the situation
- C Following venue rules exactly, regardless of how the customer feels
- D Finding a solution where both the venue's needs and the customer's key needs are met as far as possible

38. A customer at the front of the queue has been waiting for a long time and is becoming angry, saying the door staff are useless. What is the most constructive way to respond initially?

- A Ignore the comments and focus on moving the rest of the queue more quickly
- B Acknowledge the wait, explain the reason for the delay, and thank them for their patience
- C Tell them that if they do not calm down immediately they will be refused entry
- D Tell them that everyone else has had to wait, so they should stop complaining

39. It is 01:00 and you need to eject a customer who has been repeatedly harassing others despite warnings. He is agitated but not yet violent. What is the best first step to reduce the risk of conflict?

- A Immediately grab his arms and escort him to the door
- B Ask a colleague to stand nearby for support and calmly explain that he must now leave
- C Switch on all house lights to draw attention to his behaviour
- D Shout over the music that he is being thrown out for harassment

40. Which of the following is the clearest sign that a conflict situation is escalating in risk?

- A The person begins clenching their fists and invading your personal space
- B The person breaks eye contact and looks down at the floor
- C The person starts to speak more slowly and quietly
- D The person starts to apologise and offers to move away

41. Why is it important to raise recurring conflict issues with your employer or supervisor?

- A So that you can prove you were not at fault if something goes wrong
- B So that management can ignore the problem and leave it to security
- C So that policies, staffing levels or training can be reviewed to reduce future conflicts
- D So that difficult customers can be added to a blacklist with no review

42. Your venue often has arguments at the entrance about the dress code. Which measure is most likely to reduce the risk of these conflicts?

- A Play louder music outside so customers focus on the atmosphere
- B Display clear, well-lit signage about the dress code where customers queue
- C Shorten the queue by allowing people to enter without any checks
- D Ask customers about their plans for the evening while they are in the queue

43. It is 00:15 and the venue has reached its safe capacity. A long queue has formed and some customers at the front are becoming impatient. What is the best way to refuse further entry while reducing the risk of conflict?

- A Ignore the queue and focus only on people trying to push to the front
- B Tell customers loudly that the venue is full and they should go away
- C Let a few more customers in to reduce tension in the queue
- D Explain calmly that the venue is at capacity and offer an approximate time when you may be able to let more people in

Unit 4 – Application of physical intervention skills

44. It is 2 a.m. and a man in the smoking area is sweating heavily despite the cold, shouting incoherently, seems extremely strong and does not react to pain. What should you most suspect?

- A Acute behavioural disturbance / excited delirium
- B Mild panic attack due to crowding
- C Normal anger at being refused service
- D Simple drunkenness and tiredness

45. After a disputed restraint, a customer complains to the SIA that you used excessive force. From a professional perspective, what is a possible consequence if the complaint is upheld?

- A You could be required to work unpaid shifts as a punishment
- B The venue's premises licence would automatically be cancelled
- C You would automatically receive a fixed penalty notice with no investigation
- D Your SIA licence could be suspended or revoked following investigation

46. Why is it important for a door supervisor to keep their physical intervention knowledge and skills up to date?

- A So they can deal with incidents without ever needing to call the police
- B So they can use more painful techniques to control people more quickly
- C To ensure the techniques they use remain lawful, safe and in line with current guidance
- D To avoid having to follow the venue's own procedures during incidents

47. Two customers start shouting and squaring up near the bar. There is pushing but no punches yet. What is the most appropriate first action?

- A Immediately grab both customers in a firm hold and drag them outside
- B Ignore the situation until a punch is thrown, then intervene physically
- C Use a calm but firm voice to give clear separation instructions and place yourself as a visual barrier
- D Sound the fire alarm so everyone leaves and the argument stops

48. It is midnight and two groups start shouting at each other near the dance floor. Before using physical intervention, what is the best example of dynamic risk assessment?

- A Quickly checking the numbers involved, exits, obstacles and any weapons
- B Waiting until someone is badly injured before acting
- C Asking each person to write a statement before you act
- D Reading the venue's health and safety policy in full

49. Which statement best describes the legal basis for a door supervisor using physical force to prevent a crime?

- A They may use higher levels of force than the public because they are security professionals
- B They may use reasonable force to prevent crime under section 3 Criminal Law Act 1967, the same as any member of the public
- C They may use any force they think is necessary because they hold an SIA licence
- D They may only use physical force if the premises licence holder gives written permission

50. You arrive to assist a colleague who is already restraining a struggling customer against a wall. What is the most helpful way to support your colleague during this physical intervention?

- A Offer to take on a clear role such as monitoring the person's head and breathing, and communicate what you are doing
- B Start giving loud orders to the customer over your colleague so they know you are in charge
- C Stand nearby and watch so you are available if anything goes seriously wrong
- D Begin filming the restraint on your personal phone in case there is a complaint

Answers and explanations

1. C – Letting a colleague know your route and using a licensed taxi from a well-lit rank

Telling someone your route and using a licensed taxi from a safe, well-lit area reduces vulnerability. Dark shortcuts and distractions like headphones increase risk.

2. C – Indictable offences

Citizen's arrest powers under section 24A PACE 1984 apply only to indictable offences, not to all offences or civil matters.

3. D – The door supervisor controlling entry and dealing with conflict on the nightclub door

Controlling entry and dealing with conflict at a licensed premises is licensable activity requiring an appropriate front-line SIA licence, such as door supervision. Serving drinks, DJing and cleaning are not licensable security activities.

4. B – To license and regulate private security operatives and companies

The SIA's role here is to license and regulate private security operatives and companies, not to set bar opening hours or alcohol prices. Premises licence conditions and opening hours are set by the local licensing authority under the Licensing Act 2003.

5. C – Raise the alarm, evacuate people, then call the fire service when it is safe

Standard procedure is to raise the alarm first, then lead or support evacuation, and call the fire service as soon as it is safe to do so. Trying to fight the fire should never delay sounding the alarm or evacuation.

6. B – Daily occurrence book

A daily occurrence book is used to record key events and observations during a shift. The other documents are for more specific purposes such as searches, refusals or injuries.

7. B – Move with the customer to a quieter area and explain the situation calmly face to face

Moving to a quieter area and speaking calmly helps ensure your message is heard and understood, reducing the risk of misunderstanding or conflict. Shouting from a distance can appear aggressive and is less clear.

8. D – Fire in the premises – smoke, heat and rapid loss of visibility.

Fire brings life-threatening risks from smoke, heat and poor visibility. The other options minimise the real safety impact and focus on inconvenience rather than serious hazards.

9. A – A vehicle left outside a venue containing a hidden home-made bomb

A VBIED is an improvised explosive device placed in or on a vehicle. Driving a vehicle as a weapon without explosives is a different type of attack.

10. C – Being separated from their friends inside the venue

Being alone or separated from friends increases a person's vulnerability to crime, accidents and exploitation. The other factors do not on their own indicate particular vulnerability.

11. A – To help you process the incident and reduce the risk of longer-term stress reactions

Early support can help you process what happened and reduce the risk of ongoing stress or anxiety. It is not about avoiding statements, cutting pay or removing you from all door work.

12. A – The details are written in the accident book as soon as practicable after the incident

All workplace accidents and injuries should be recorded in the accident book as soon as reasonably possible. This supports legal duties and future investigation if needed.

13. A – Because they carry risks of injury, escalation and legal consequences if used wrongly
Citizen's arrests can be risky and, if used incorrectly, may lead to harm or allegations such as assault or false imprisonment, so they must be a last resort.

14. B – The punch could be a criminal offence, and the injured person could make a separate civil claim for compensation

The assault may be dealt with under criminal law, while the injured person may also bring a separate civil claim for compensation for their injuries. The same incident can involve both criminal and civil law.

15. A – Record the time and location of the incident and inform your manager so the footage can be preserved and passed to the police if needed

You should ensure the incident is properly reported so the relevant CCTV can be preserved in line with venue policy and data protection law. Accessing, copying or deleting footage without authority would likely breach UK GDPR and venue procedures.

16. D – Blue label – dry powder

A blue label indicates a dry powder extinguisher. Water has a red label, foam cream, CO2 black and wet chemical yellow.

17. A – Inform your employer and check the dates and times so arrangements can be made for you to attend

A court summons is a legal requirement to attend; you must check the details and inform your employer so attendance can be arranged. Ignoring or destroying it is improper.

18. B – Use simpler words, speak slowly and clearly, and use basic gestures to support understanding

Adapting your communication with simpler language and supportive gestures helps meet diverse customer needs without discriminating. Refusing entry solely due to language ability is not appropriate.

19. C – Check for danger, call for a trained first aider and ask someone to call 999 if needed.

You should make sure the area is safe, summon a first aider and arrange for 999 to be called if necessary. Moving the casualty roughly or delaying help can worsen their condition.

20. D – A person repeatedly visiting, filming CCTV cameras and counting security staff

Hostile reconnaissance involves gathering detailed information about security, such as filming cameras and counting staff. Ordinary customer or delivery questions are usually normal behaviour.

21. A – You may only search someone if they agree to be searched under the conditions of entry

Door supervisors can only search with the person's permission, usually given by agreeing to the conditions of entry. There is no automatic power to search just because you hold a licence.

22. B – Theft

Theft is dishonestly taking property belonging to someone else with the intention of permanently depriving them of it. There is no force or entry as a trespasser, so it is not robbery or burglary.

23. B – Informing the appropriate emergency services or control point about the incident

'Contact' means promptly notifying the police, ambulance service or control room so the right response can be organised. Detention, first aid and questioning are separate considerations.

24. D – Failing to leave licensed premises when drunk or disorderly after being asked is an offence under the Licensing Act 2003

Under section 143 of the Licensing Act 2003, it is an offence for a drunk or disorderly person to fail to leave licensed premises when asked. This supports safe ejection of problem customers.

25. B – Cocaine

A fine white powder prepared in lines is most commonly associated with cocaine use in nightlife settings. Cannabis is usually herbal or resin; LSD is usually on blotting paper; heroin is often a brownish powder or solid.

26. D – Lack of queue control increases the chance of arguments, pushing and accidents outside the venue

Uncontrolled queues can quickly lead to conflict, slips, trips, or people being pushed into the road, undermining safety and the Licensing Act 2003 objectives. Capacity limits and alcohol hours are set by the licence, not by whether a queue system is used.

27. C – It makes you more visible to drivers and customers, helping to prevent accidents and improve safety

High-visibility clothing helps others see you, reducing the risk of accidents and aiding crowd management. It does not give extra legal powers or remove the need for communication.

28. D – Call for medical assistance, start basic first aid and inform management

A medical emergency takes priority over the search; call for an ambulance, provide first aid within your training and inform management. Securing items can wait until life-saving actions are underway.

29. A – Robbery

Robbery is theft where force or the threat of force is used. The threat with the bottle to demand money turns this into robbery rather than simple theft.

30. D – It provides a timely written account made while your memory was fresh to support your version of events

A contemporaneous record made soon after the incident supports your credibility and helps show what you observed and did. It does not automatically end an investigation or allow you to refuse to co-operate.

31. C – The DPS has day-to-day responsibility for alcohol sales and how the premises are run under the premises licence

The DPS is the personal licence holder named on the premises licence with day-to-day responsibility for the sale of alcohol and the general running of the premises under that licence.

32. C – Seize the drugs, refuse entry, inform your supervisor or manager and follow venue procedures for recording and passing them to the police

Illegal drugs should be seized, entry refused and the incident recorded, with the drugs secured and passed to the police. Allowing them in with drugs, or keeping drugs for them, is unsafe and could put the premises at risk legally.

33. D – Stop further admissions and operate a one-in, one-out system while informing the manager of the situation

Door supervisors must not allow capacity to be exceeded; they should stop entry and liaise with management, using one-in, one-out if appropriate. Visual impressions of space are not a safe substitute for accurate counts.

34. A – Ask a colleague to count people leaving while you continue counting people entering

To manage capacity accurately, one person should count people in and another should count people out, then numbers can be reconciled. Resetting the clicker or estimating visually risks breaching capacity.

35. C – Refuse them entry because you cannot carry out the agreed search

If a person refuses a search, you should refuse entry to the premises. You have no general power to force a search or to demand police search them.

36. B – Physical noise; move to a quieter area or reduce the music level if possible

The loud music is a physical barrier to communication, so moving to a quieter area (or reducing volume if you can) helps both parties hear and understand. Treating it as an attitude issue can escalate things unnecessarily.

37. D – Finding a solution where both the venue's needs and the customer's key needs are met as far as possible

A win-win approach aims for an outcome that protects the venue's objectives while also meeting the customer's important needs where possible. It is not about one side winning and the other losing.

38. B – Acknowledge the wait, explain the reason for the delay, and thank them for their patience

Acknowledging their frustration, giving a brief explanation and showing appreciation for their patience uses positive communication to reduce tension. Threatening or dismissive responses are likely to escalate the conflict.

39. B – Ask a colleague to stand nearby for support and calmly explain that he must now leave

Having visible support and calmly explaining the decision gives the customer a chance to comply voluntarily, reducing the need for force. Jumping straight to physical contact increases the risk of escalation.

40. A – The person begins clenching their fists and invading your personal space

Clenched fists and closing distance are common pre-attack indicators and show an increased risk of violence. Quieter speech or moving away usually suggests reduced immediate risk.

41. C – So that policies, staffing levels or training can be reviewed to reduce future conflicts

Raising recurring issues allows management to consider changes to procedures, environment or training to tackle the root causes. It is about improving systems, not just protecting individual staff.

42. B – Display clear, well-lit signage about the dress code where customers queue

Clear signage about conditions of entry allows customers to understand expectations before they reach the door, reducing surprise and arguments. The other options do little to clarify the rule.

43. D – Explain calmly that the venue is at capacity and offer an approximate time when you may be able to let more people in

Clearly and calmly explaining that the venue is at capacity, and giving realistic information, helps people feel treated fairly and reduces frustration. Allowing extra people in breaches safety and licensing responsibilities.

44. A – Acute behavioural disturbance / excited delirium

Extreme agitation, sweating, apparent super-strength and poor pain response are warning signs of acute behavioural disturbance, a medical emergency.

45. D – Your SIA licence could be suspended or revoked following investigation

Serious misconduct in the use of force can lead the SIA to suspend or revoke a licence after investigation.

46. C – To ensure the techniques they use remain lawful, safe and in line with current guidance

Regular updates ensure your methods reflect current law, medical risks and employer procedures, helping keep everyone safer. Using out-of-date or unapproved techniques increases the risk of injury and legal problems.

47. C – Use a calm but firm voice to give clear separation instructions and place yourself as a visual barrier

Using voice commands and positioning as a barrier is a non-aggressive way to intervene early and may prevent violence. Immediate force or ignoring it until it escalates increases the risk of harm.

48. A – Quickly checking the numbers involved, exits, obstacles and any weapons

Dynamic risk assessment is a rapid, ongoing check of key risk factors to decide the safest course of action in a changing situation.

49. B – They may use reasonable force to prevent crime under section 3 Criminal Law Act 1967, the same as any member of the public

Section 3 Criminal Law Act 1967 allows any person to use reasonable force to prevent crime; a door supervisor has no extra legal powers beyond those of the public.

50. A – Offer to take on a clear role such as monitoring the person's head and breathing, and communicate what you are doing

Taking a specific role and communicating clearly supports control and safety, for example by monitoring the airway or protecting the head. Simply standing by or competing for control can increase risk and confusion.

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