



Questions & Answers

1. What must be in working order at every stage performance in a theatre?
The safety curtain
2. If you think that a branded drink has been substituted with a cheaper alternative, where should you complain?
Consumerline who will refer the complaint to Trading Standards Service
3. If a chip shop seems very unhygienic, where should you complain?
The Environmental Health Department from the local council which covers the shop's area
4. Why should you never leave your drinks unattended in a nightclub?
Because unattended drinks are easy to spike (drug)
5. Joe and Dave went to a local restaurant for dinner. They waited 50 minutes for their meal, which was cold when it arrived. They complained to the waiter and then to the restaurant owner but were dissatisfied with the response. What should they do next?
 - a) Pay the bill but don't leave a tip
 - b) Pay only a small fraction of the bill
 - c) Leave without paying**Answer (b). If your complaint is not put right to your satisfaction and no compensation is offered you are entitled to reduce the bill by what you think is a reasonable amount, pay the rest and leave your name and address. You are not committing a criminal offence**
6. What does a barman use to measure a pint of beer?
A stamped glass
7. Can a child under the age of twelve see a 12A film at the cinema?
Yes. Films classified '12A' are not recommended for a child below 12 but an adult may take a younger child if, in their judgment, the film is suitable. In such circumstances, responsibility lies with the accompanying adult
8. What must a box office tell consumers about the tickets they're buying?
The marked price of the ticket; the seat location and any restrictions on the seat (e.g. your seat is behind a pillar)