Section 1 : Vocabulary

1. What is the term for the amount of money returned to a customer after a purchase?

A. Change B. Receipt C. Discount D. Promotion

Answer: _____

2. What do you call a temporary reduction in the price of a product?

A. Profit B. Discount C. Inventory D. Complaint

Answer: _____

3. If a customer is undecided between two items, you might suggest they try a(n) _____.

A. Return B. Exchange C. Comparison D. Warranty

Answer: _____

4. The area where items are displayed for sale in a store is called the _____.

A. Register B. Aisle C. Stockroom D. Checkout

Answer: _____

5. What is the term for the process of checking out and paying for items in a store?

A. Browsing B. Refunding C. Checkout D. Exchange

Answer: _____

LIVEWORKSHEETS

Section 2: Grammar

6. How would you tell a customer that the price of an item is 79€ and 30 cents?

A. This dress costs seventeen-nine euros and thirty cents. B. This dress cost seventy-nine euros and thirty cents C. This dress pays seventy-nine euros and thirty cents. D. This dress costs seventy-nine euros and thirty cents.

Answer: _____

7. What is the correct plural form of "customer"? On customer, two_____?

A. Customers B. Customer's C. Customers' D. Customeres

Answer: _____

8. Identify the correct verb form for this sentence:

"She usually _____ her lunch break at 1 pm."

A. take B. takes C. taking D. took

Answer: _____

9. If an item costs thirty-one euros, and the customer gives you a fifty euro bill, how much is the change?

A. Ninety-nine. Twenty-nine. C. Ninety. D. Nineteen.

Answer: _____

10. Choose the correct word to complete the sentence:

"Please _____ the store policy before making a return."

A. read B. reads C. reading D. to read

Answer: _____

LIVEWORKSHEETS

Section 3: Professional Communication

11. When assisting a customer, it's important to maintain _____ and attentiveness.

A. indifference B. politeness C. silence D. rudeness

Answer: _____

12. What is the appropriate response when a customer says, "Thank you"?

A. "You're welcome." B. "No problem." C. "I'm busy." D. "Goodbye."

Answer: _____

13. If a customer has a complaint, it's best to _____.

A. ignore it B. listen and empathize C. argue with them D. laugh it off

Answer: _____

14. When addressing a customer, using their name (if known) can help create a sense of _____.

A. anonymity B. indifference C. familiarity D. frustration

Answer: _____

15. What is the appropriate response to a customer who asks for a product that is out of stock?

A. "We don't have it." B. "It's not here." C. "I'm sorry, but it's currently out of stock. Can I suggest an alternative?" D. "Try another store."

Answer: _____

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Section 4: Customer Service

16. How would you say in English: “Le client a toujours raison.”?

A. The customer is always right. B. The customer has always right. C. The vendor has always right. D. The house always wins.

Answer: _____

17. Which of the following is not a common payment method in retail?

A. Credit card B. Cash C. Barter D. Gift card

Answer: _____

18. What should you do if a customer is trying to return a damaged item?

A. Refuse the return B. Accept the return and offer a refund or exchange C. Argue with the customer D. Call security

Answer: _____

19. In retail, what is loss prevention primarily concerned with?

A. Increasing sales B. Reducing customer complaints C. Preventing theft and shrinkage D. Offering discounts

Answer: _____

20. Which statement is true about handling a difficult customer?

A. Keep your temper and avoid escalating the situation B. Yell back to assert authority C. Ignore the customer's complaints D. Make fun of the customer's concerns

Answer: _____

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Section 5: Store Policies

21. What does "return policy" refer to in a retail store?

A. The store's pricing strategy B. The store's layout and design C. The rules and conditions for returning purchased items D. The store's advertising campaigns

Answer: _____

22. If a customer wants to exchange an item but lost the receipt, what should you advise them?

A. Tell them they can't exchange without a receipt B. Offer an exchange or store credit if the item meets the return policy criteria C. Exchange the item without question D. Offer a full refund

Answer: _____

23. What is "Black Friday" in the retail industry?

A. A day when employees wear black uniforms B. A day when prices are reduced significantly, often the day after Thanksgiving C. A day when the store is closed for inventory D. A day when customers can return items without a receipt

Answer: _____

24. Which of the following is typically covered by a store's warranty?

A. Accidental damage B. Faulty product C. Any issue, regardless of how it occurred D. Loss or theft of the item

Answer: _____

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25. What should you do if a customer asks for a discount on a product that is not on sale?

A. Give them a discount even if it's not allowed B. Explain the store's discount policies and suggest alternatives C. Refuse any discount request D. Call the manager to handle it

Answer: _____

Section 6: Product Knowledge

26. Why is it important for retail employees to have product knowledge?

A. To confuse customers B. To make the products sound better than they are C. To provide accurate information and assist customers effectively D. To discourage customers from making purchases

Answer: _____

27. What is a "SKU" in retail?

A. A special discount code B. A type of customer reward program C. A barcode or product identification number D. A store's return policy

Answer: _____

28. If a customer asks about the features of a product, what should you provide?

A. Your personal opinion B. A brochure C. Accurate information about the product's specifications and benefits D. Directions to the nearest competitor's store

Answer: _____

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29. What does "merchandising" refer to in retail?

A. Selling products online B. The process of arranging and displaying products in a store to maximize sales C. The act of restocking shelves D. A customer feedback survey

Answer: _____

30. In retail, what does "inventory management" involve?

A. Keeping track of employee schedules B. Tracking and controlling the stock of products available for sale C. Managing customer complaints D. Setting up store displays

Answer: _____

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