

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: _____

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"? One 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: _____

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: _____

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: _____

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: _____

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: _____

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: _____