

Assessment

Workbook 8: Completing the Sales Transaction

First Edition

The objectives of this book are to help the user:

- Handle transactions and related paperwork
- Open, maintain, and close the cash register
- Package merchandise appropriately
- Assure that shipping/mailing/deliveries are handled properly

■ CRISP_{series}

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Assessment Questions for **Workbook 8: Completing the Sales Transaction, First Edition**

Select the best response.

1. “Opening” the cash register may involve:
 - A. Filling the drawer with a specific combination of bills and coins so that you can make change for customers
 - B. Double-checking the amount of cash in the drawer before you ring up any sales
 - C. Reconciling the amount of cash with your daily sales
 - D. A and B
 - E. All of the above

2. You should follow the store’s procedures for closing the register:
 - A. At the end of your shift
 - B. Whenever someone replaces you at the terminal
 - C. Carefully
 - D. All of the above

3. With today’s technology in registers, it is impossible to make an error ringing up a sale.
 - A. True
 - B. False

4. Today’s POS terminals:
 - A. Are used only by large companies
 - B. Increase checkout time
 - C. Lessen the chance of mistakes

5. Barcodes can be used by retailers to replace price tags.
 - A. True
 - B. False

6. Cash received should be placed in the drawer of the register before counting out any change to the customer.
 - A. True
 - B. False

7. When returning change to a customer, you should:
 - A. Count it out onto the counter
 - B. Place it in the customer's hand

8. If the total of a customer's purchase is \$21.35, and the customer gives you one twenty-dollar-bill and one five-dollar-bill, the correct change is:
 - A. One nickel, one dime, and 4 one-dollar bills
 - B. One nickel, one dime, two quarters, and 4 one-dollar-bills
 - C. One dime, one quarter, and 3 one-dollar-bills
 - D. One nickel, one dime, two quarters, and 3 one-dollar bills

9. If the total of a customer's purchase is \$33.17, and the customer gives you \$35.00, the correct change is:
 - A. 1 dime, 1 nickel, 2 pennies, and 2 one-dollar-bills
 - B. 3 pennies, 3 quarters, and 2 one-dollar-bills
 - C. 3 pennies, 1 nickel, 3 quarters, and 1 one-dollar-bill
 - D. 3 pennies, 2 nickels, 2 dimes, and 1 one-dollar-bill

10. The reason for requesting identification from a customer who is writing a check is:
 - A. To prove that the check is good
 - B. To verify that the check belongs to that customer
 - C. Both of the above

11. When accepting a check, it is the sales associate's responsibility to check that:
 - A. The date is filled out correctly
 - B. The correct numerical amount is written in
 - C. The correct written amount is filled in
 - D. The signature and address on the check match the customer's identification
 - E. All of the above

12. When accepting a traveler's check, you must witness the customer signing and dating the check.
- A. True
 - B. False
13. Check printers will fill in all of the following items on a customer's blank check *except*:
- A. The store's name
 - B. The customer's name
 - C. The purchase amount
 - D. The date
14. Debit cards act like:
- A. Credit cards
 - B. Checks
 - C. Traveler's checks
 - D. Cash
15. What should you do with the purchase receipt?
- A. Put it in the bag with the merchandise
 - B. Put it in the customer's hand
 - C. Ask the customer's preference
16. Credit card authorization may be denied because:
- A. The customer has exceeded the credit limit
 - B. The card has been reported stolen
 - C. The customer has placed certain restrictions on the card's use
 - D. Payment on the card is overdue
 - E. Any of the above
17. Acknowledging that a customer is waiting helps relieve the customer's time anxiety.
- A. True
 - B. False

18. A product number may be used in all of the following *except*:
- A. To update inventory records
 - B. To complete financial statements
 - C. To track sales success of specific items
 - D. To provide product information to the customer
19. An important piece of data to have in calculating sales commissions is the:
- A. Name of the customer
 - B. Item description
 - C. Sales associate's name or number
 - D. Method of payment
20. Electronic Article Surveillance tools are used to:
- A. Keep track of inventory
 - B. Record sales
 - C. Prevent shoplifting
 - D. Replace price tags
21. You should apologize publicly to help restore a customer's reputation with other shoppers if you forget to deactivate a security device.
- A. True
 - B. False
22. All of the following are appropriate packing precautions *except*:
- A. Wrap fragile items individually
 - B. Always try to get everything in one package
 - C. Paper items should be wrapped separately
 - D. Separate food from cleaning supplies
23. When you know the item is a gift, you should:
- A. Offer to remove the price tags
 - B. Explain your store's policy on returning or exchanging gifts
 - C. Offer a gift box (if available)
 - D. A and C
 - E. All of the above

24. If a customer has many packages, you should:
- A. Offer to carry them to the car
 - B. Arrange for pick-up at a designated package pick-up area
 - C. Offer to have purchases delivered
 - D. Any of the above
25. If your company does not have a retail outlet in the state to which you are shipping a customer's purchase, you will:
- A. Calculate sales tax in that state
 - B. Calculate sales tax for your state
 - C. Not charge the customer any sales tax
 - D. Charge the customer a flat 5 percent sales tax

Answer Key for

Workbook 8: Completing the Sales Transaction, First Edition

Recommended response (Corresponding workbook page)

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|----------|------------|------------|------------|------------|
| 1. D (4) | 6. B (7) | 11. E (15) | 16. E (17) | 21. A (33) |
| 2. D (4) | 7. B (7) | 12. A (15) | 17. A (23) | 22. B (34) |
| 3. B (4) | 8. D (9) | 13. B (16) | 18. B (25) | 23. E (35) |
| 4. C (5) | 9. C (10) | 14. B (16) | 19. C (26) | 24. D (39) |
| 5. A (5) | 10. B (15) | 15. C (16) | 20. C (33) | 25. C (40) |