

Assessment

Workbook 10: Promoting Safety First Edition

The objectives of this book are to help the user:

- Report safety problems in the department/store
- Follow emergency procedures
- Maintain accurate records

■ CRISP_{series}

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Assessment Questions for Workbook 10: Promoting Safety, First Edition

Select the best response.

1. The money a company spends as a result of accidents:
 - A. Is made up for by selling products to customers
 - B. May result in less income and benefits for employees
 - C. Affects the company, but not the employees

2. Benefits enjoyed by employees who pay attention to safety include:
 - A. Expending a minimum of effort on the job
 - B. Gaining the respect of co-workers and managers
 - C. Being considered for career growth opportunities
 - D. A and B
 - E. B and C

3. One bad shopping experience is not enough to keep a customer from returning to a store.
 - A. True
 - B. False

4. An example of a hazardous condition is:
 - A. A burnt-out light bulb
 - B. An aisle blocked by cartons
 - C. Overloaded shelves
 - D. All of the above
 - E. None of the above

5. The statement that demonstrates the best concern for customer safety is:
 - A. "I'm not responsible for that hazard because my manager didn't tell me I was."
 - B. "There are signs posted about safety, so I don't have to worry about it."
 - C. "When I notice a danger, I should bring it to my manager's attention."
 - D. "I hope the customers pay attention and don't get hurt."

6. If a customer spills water on the floor, the best initial response is to:
 - A. Ignore the spill
 - B. Leave the sales floor to find a mop
 - C. Block off the area with a barrier

7. If boxes containing heavy appliances fall to the floor, a sales associate should:
 - A. Pick up the boxes and place them back on the shelves
 - B. Secure the area and alert management
 - C. Leave the boxes on the floor until closing

8. Customers have the right to expect a safe environment in the stores in which they shop.
 - A. True
 - B. False

9. A toddler might be injured as a result of:
 - A. A marble on the floor
 - B. An accessible electrical outlet
 - C. A fallen cellophane-wrapped package
 - D. All of the above
 - E. None of the above

10. While legal fees for injured customers cost companies money, businesses seldom suffer lost income due to workers' injuries.
 - A. True
 - B. False

11. When a customer asks for merchandise on a high shelf, the sales associate should:
 - A. Use a stepladder
 - B. Jump up to reach it and try to knock it off
 - C. Climb up on a stepstool

12. Employees increase their chances of hurting themselves when handling merchandise if they:
- A. Hold heavy items away from the body
 - B. Use a cherry-picker to retrieve out-of-reach objects
 - C. Wear a back brace to lift large cartons
 - D. All of the above
 - E. None of the above
13. A good example of “working smarter, not harder” is:
- A. Substituting one tool for another when the proper one is not handy
 - B. Carry as many heavy boxes as possible to save trips
 - C. Taking the extra time to locate goggles that could prevent injury
14. The proper way to lift heavy or awkward items is to use your:
- A. Back rather than your knees
 - B. Knees rather than your back
15. When a customer has been seriously injured, the best response is to:
- A. Move the victim to a safe location
 - B. Ask the victim to describe the injuries in detail
 - C. Keep the injured person calm and still while help is on the way
16. Even if certified, it is unwise for employees working in a sales environment to perform CPR.
- A. True
 - B. False
17. If a customer asks for a bandage because of having been cut by a staple on a store package, you should:
- A. Explain that it is against store policy to provide first aid
 - B. Offer a bandage from the store’s first aid kit
 - C. Be sure the staple will not harm anyone in the future
 - D. A and B
 - E. B and C

18. In some states worker's compensation claims must be filed within two to 30 days following an injury.
- A. True
 - B. False
19. In the event that a customer is injured, it would *not* be appropriate for a sales associate to:
- A. Notify security
 - B. Admit that the store was at fault
 - C. Try to determine the extent of the injury
20. The best rule of thumb for giving customers items from the first aid kit is:
- A. To give out only over-the-counter pills
 - B. Only aspirin is a safe drug to dispense
 - C. Never give customers any type of drug
21. A store's safety committee meetings should include input from:
- A. Security personnel only
 - B. Management and security only
 - C. All divisions of the company
22. When employees have meetings to discuss safety issues, they should not:
- A. Discuss ways to solve safety issues
 - B. Focus on one issue per meeting
 - C. Keep the conclusions to themselves
23. An essential component of maintaining a safe environment is acting to correct hazardous conditions as soon as possible.
- A. True
 - B. False
24. The item in the following list that could not be considered a safety hazard is:
- A. A low-hanging shelf
 - B. An empty rolling rack
 - C. A visible exit sign
 - D. An extension cord

25. Common sense is one of your best tools for promoting a safe workplace.

A. True

B. False

Answer Key for Workbook 10: Promoting Safety, First Edition

Recommended response (Corresponding workbook page)

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|------------|--------------|------------|---------------|---------------|
| 1. B (3) | 6. C (14) | 11. A (19) | 16. B (26) | 21. C (29) |
| 2. E (4) | 7. B (15,44) | 12. A (19) | 17. E (26,46) | 22. C (29) |
| 3. B (4) | 8. A (11) | 13. C (19) | 18. A (23) | 23. A (31) |
| 4. D (4) | 9. D (11) | 14. B (19) | 19. B (46) | 24. C (32-33) |
| 5. C (7-8) | 10. B (11) | 15. C (24) | 20. C (25) | 25. A (19) |