

Assessment

Workbook 11: Stocking the Shelves *First Edition*

The objectives of this book are to help the user:

- Check in merchandise against paperwork
- Assure accurate pricing on merchandise
- Review stock and restock as necessary
- Locate merchandise through the inventory system
- Participate in the periodic inventory process
- Prepare returned merchandise for resale
- Return inventory to the manufacturer/vendor
- Initiate and/or respond to requests for merchandise transfer
- Identify damaged items and handle appropriately
- Initiate a repair order

■ CRISP_{series}

Assessment 1423950771as

07/20/06

Disclaimer: This assessment was written to test the reader on the content of the book. The publisher and author shall have neither liability nor responsibility to any person with respect to any loss or damage caused or alleged to be caused directly or indirectly by the assessment contained herein.

www.axzopress.com

Assessment Questions for *Workbook 11: Stocking the Shelves, First Edition*

Select the best response.

1. Inventory monitoring is an essential part of providing good customer service.
 - A. True
 - B. False

2. Depending on store policy, a shopworn item might be:
 - A. Placed on clearance
 - B. Repaired
 - C. Returned to the vendor
 - D. Written off
 - E. All of the above

3. Before placing merchandise on display, you must first check that the prices on the item's tag, shelf label, and price scanner agree.
 - A. True
 - B. False

4. Shrink, or shrinkage, refers to:
 - A. The amount of merchandise that may have been stolen or is otherwise unaccounted for
 - B. The merchandise that has been shrink-wrapped in preparation for returning it to the manufacturer
 - C. The discount amount typically given to store employees
 - D. None of the above

5. The packing slip is what your store sends to a vendor; the purchase order is what the vendor sends to your store.
 - A. True
 - B. False

6. A customer uses a 10%-off coupon when purchasing an item normally priced at \$300. How much should the customer pay?
 - A. \$310
 - B. \$290
 - C. \$270
 - D. \$200

7. Check-in procedures are the same in all stores.
 - A. True
 - B. False

8. When you call another store to check on the availability of merchandise, you should first ask whether the sales person has time to help you.
 - A. True
 - B. False

9. If a customer wants a particular holiday item and the display for that item is empty, you should:
 - A. Pretend to look for the item in other areas of the store
 - B. Check to see if the item has been reordered
 - C. Ask another store to transfer the item to your store, if appropriate
 - D. A and C
 - E. B and C

10. If the expiration date on an item has passed, you should put that item on sale.
 - A. True
 - B. False

11. If a customer asks to exchange a shirt they purchased the day before for another shirt that is exactly the same except for the color, you do not need to complete any paperwork.
 - A. True
 - B. False

12. Monitoring inventory includes:
 - A. Accurately recording and completing sales
 - B. Verifying documents related to transferring items into or out of your store
 - C. Making sure that merchandise is properly ticketed
 - D. All of the above
 - E. B and C

13. If you find a mismarked item, the first thing you should do is change its price tag.
- A. True
 - B. False
14. If your store manager asks you to “face aisle 5” you should:
- A. Turn around and look at aisle 5
 - B. Straighten and organize all the products in aisle 5
 - C. Move the end cap displays so they all point toward aisle 5
15. Which of the following is not a benefit of accurate inventory records?
- A. Knowing when to reorder items
 - B. Knowing which items are the most popular with customers
 - C. Knowing that sales associates don’t have to participate in inventory issues
 - D. Knowing the information you need to answer customers’ questions about out-of-stock items
16. When returning an item to the vendor, you should toss out the original packaging and wrap the item securely with sturdier packaging.
- A. True
 - B. False
17. Which of the following products is not usually considered “seasonal” merchandise?
- A. Pumpkins
 - B. Barbeque grills
 - C. Blue jeans
 - D. American flags
18. “UPC” stands for:
- A. Uniform pricing category
 - B. United product classification
 - C. Universal product code
 - D. Unique purchase category
19. When counting inventory, you should keep running totals in your head.
- A. True
 - B. False

20. If an item's price changes, you need to update the price tags on:
- A. Just the products on display
 - B. The displayed products and any products in the stockroom
 - C. None of the products; you should keep the new product in the storeroom until the older products (with the old price tags) have all been sold
21. Which of the following are perishable?
- A. Candy
 - B. Medicine
 - C. Cosmetics
 - D. All of the above
 - E. A and B
22. If a customer returns a small, expensive item, you should thoroughly interrogate him and let him know you think he might have stolen it.
- A. True
 - B. False
23. When restocking, you should:
- A. Make sure all variations (color, size, model) are displayed
 - B. Make sure that the correct signs and price tags used
 - C. Move older items to the front and place the new stock in the back
 - D. All of the above
 - E. A and B
24. If a single order arrives in two different shipments, at two different times, it has been "split-shipped."
- A. True
 - B. False
25. "POS" stands for:
- A. Point-of-sale
 - B. Purchase our stuff
 - C. Presentation, organization, and selling

**Answer Key for
Workbook 11: Stocking the Shelves, First Edition**

Recommended response (Corresponding workbook page)

1. A (iii)	6. C (24,75)	11. B (45)	16. B (57)	21. D (30)
2. E (51)	7. B (9)	12. D (3)	17. C (36)	22. B (45)
3. A (15)	8. A (40)	13. B (16)	18. C (5)	23. D (29)
4. A (63)	9. E (35)	14. B (63)	19. B (63)	24. A (10)
5. B (10)	10. B (30)	15. C (iii)	20. B (17)	25. A (4)