



LEADERS HOLDING CO.TM

Est. 1971

Review Questions & Answers – Workbook ONE

Please use Workbook One to answer the following questions (open-book)

1. When are you eligible to begin earning commissions under your own team ID number?
 - a. You are required to wait until you have worked at least 90-days with the company.
 - b. Once you have signed the last page of and answered the worksheets correctly in the Essentials Work Book.
 - c. Once my new hire guarantee is over.
 - d. When the team at my store tells me I am ready.
2. Commission is *only* paid on invoices that have been fulfilled.
 - a. TRUE
 - b. FALSE
3. Leader's pays commission on Written sales
 - TRUE
 - FALSE
4. I have an opportunity to add value to my customer's experience and to put money in my pocket by selling Delivery, Fabric Protection & Fabric Protection Plus.
 - a. TRUE
 - b. FALSE
5. When a sales team member is repeating the same mistakes after 90 days, it may be necessary for the sales team member to share in the cost of the solution of the error by losing commission on a sale. Some examples of when this will occur after your first 90 days are:
 - a. Balances are not collected on an invoice and items have been delivered
 - b. Sales Tax is not collected on an invoice
 - c. If Finance does not cover the balance of a customer's account and no other method of payment has been collected to cover the full balance
 - d. If a customer is misquoted or under charged
 - e. Wrong product is special ordered and new product must be reordered
 - f. Sales are canceled and rewritten to qualify for sales contests
 - g. Free delivery on Sale Type 1 invoices (delivery on a Leader's Truck) without prior knowledge of Sales Leadership
 - h. Selling non-qualified Contract & Designer Sales
 - i. All of the above.

6. _____ (who) should go through your open orders a minimum of _____ (how many) times per week.
- a. The store manager, once per week.
 - b. I, once per week.
 - c. The Sales Leadership Team, once
7. The best way to make the most money possible and to make more than the average sales person is to keep a record of my customers using a digital follow-up log.
- a. TRUE
 - b. FALSE
8. When you have a guest that didn't buy an item they liked, then that item goes on sale, how can you communicate the sale to them?
- a. Mail them a Leader's post card and follow-up with a call before the sale ends.
 - b. Hopefully, the customer heard Leader's advertisements on the radio and TV and will come back into the store to buy the item(s) during this sale.
 - c. The Territory manager for your store will call your customers on your behalf.
 - d. In order to avoid annoying your customer, never contact them.
9. After your customer's delivery, what is the best follow-up practice?
- a. Do not bother your customer. If things did not go well, the delivery driver will let you know and then you may call the customer to follow-up, if necessary.
 - b. Send your customer a post card to follow-up.
 - c. Call your customer and send a thank you card to follow-up.
 - d. The store manager is responsible to follow-up with all of its store customers.
10. How can you be better and make more money than the average sales professional?
- a. By consistently updating and using your follow-up log.
 - b. By periodically contacting customers in your follow-up log when there is a sale or an event arises that they may be interested in.
 - c. Offer every Leader's guest you speak with your business card and invite them to ask for you when they come into your showroom.
 - d. Invite everyone to complete the \$100 give away ballot to build you locations mailing list
 - e. All of the Above.
11. The Distribution Center Extension Email List be found here:
R\2 About Cash Wrap\Cash Wrap Book\2.1 Distribution Center Extension & Email List
- a. TRUE
 - b. FALSE

The next 5 questions are about commission. Please see section 1.40 Commission Pay of this workbook to find the correct answers.

12. What is the commission for As-Is Merchandise?
- a. 1%
 - b. 3.5%
 - c. 4%
 - d. 10%
13. What is the commission for Services and Customer Owned merchandise?
- a. 7.8%
 - b. 5.5%
 - c. 0%
 - d. 4%
14. What is the commission for Accessories (Exclusive Brands i.e. Island Way, Tandy etc.)?
- a. 7% to 8%
 - b. 6% to 7.5%
 - c. 5% to 5.5%
 - d. 6% to 6.5%
15. What is the commission for Fabric Protection & Fabric Protection Plus?
- a. 10%
 - b. 8%
 - c. 15%
 - d. 2%
16. What is the commission for a Delivery on a Leader's® Truck (including contract sales)?
- a. 15%
 - b. 10%
 - c. No commission will be paid on contract sales deliveries.
 - d. If the delivery takes place within Leader's delivery zone and it is not a contract sale, 1.5% commission is paid.

The next 6 questions are regarding Follow-up. Please use 2.56 FOLLOW to answer these questions.

17. Regarding Follow-up, when looking at your display backlog in FROG, "Ready to Deliver" brings up all of the invoices that are complete and have all of their merchandise in stock and are able to be delivered.
- a. TRUE
 - b. FALSE

18. Regarding Follow-up, a.k.a. Follow, when looking at your *display backlog* in FROG, “Past Due Orders” shows invoices where the Estimated Delivery (ETA) date or the Delivery Date are earlier than today.
- a. TRUE
 - b. FALSE
19. When in “Follow” looking at your “Past Due Orders” in FROG, if the date is not in the Estimated Delivery Date (ETA) or the Delivery date field is earlier than today and you know the ticket cannot be delivered or set up for delivery, you should set the estimated delivery date to a week from today.
- a. TRUE
 - b. FALSE
20. When I am maintaining my open order report, if I find a sales order that is past due I should?
- a. Just leave it. The customer will call eventually
 - b. Wait for my manager to schedule the delivery
 - c. Contact the customer to see if they are ready for a delivery. If yes, schedule the delivery. If no, move the ETA out one week and leave a comment on the record stating the customer was called and not ready.
21. When looking at your “Past Due Orders” in FROG, if all the merchandise is in stock and there is not a memo in the comments stating otherwise, you should call the customer to set up delivery.
- a. TRUE
 - b. FALSE

Please partner with another sales professional and use FROG PLAY to answer the next 3 questions.

22. How do you access the “Follow” menu?
- a. FROG\Sales\Reports\Follow
 - b. FROG\Inventory\Reports\Follow
 - c. FROG\Sales\Follow
23. How do you access the “Display Backlog” menu?
- a. FROG\Sales\Sales Update\Display backlog
 - b. FROG\Inventory\Follow\Display Backlog
 - c. FROG\Sales\Follow\Display Backlog
24. While looking at your Display Backlog and RTD, “READY TO DELIVER PARTIAL” brings up all of the invoices by SLM number or store that have some, but not all, merchandise in stock and is available to be delivered.
- a. TRUE
 - b. FALSE

The next 15 questions are regarding “Whose Sale Is It?” Please use

2.300 Whose sale is it to answer these 15 questions.

25. Bob is covering a shift at another location and works with a customer who doesn't buy that day, but Bob does write the customer's info in his Follow log. Customer comes back the next day and purchases from Susan. Whose Sale is it?
- a. **Bob's Sale**
 - b. Susan's Sale
 - c. Manager Discretion
26. Bob worked with a customer in his showroom on five separate occasions, however when the customer came in to purchase, Bob was on vacation and the customer purchased from Amelia. Amelia checked the follow log of her associates but the customer was not noted. Whose Sale is it?
- a. Bob's Sale
 - b. **Amelia's Sale**
 - c. Split Sale
 - d. Manager Discretion
27. Albert has worked with a customer at his location on numerous occasions and always records the customer's interests in his follow log. The customer decided to visit a different Leader's location and ended up purchasing at that other store from Fred. Whose Sale is it?
- a. Albert's Sale
 - b. **Fred's Sale. Fred can decide to write the sale in Bob's number or split the sale, although he is not required to.**
 - c. Albert's Sale under Fred's Store number
 - d. Split Sale
28. A regular customer comes in monthly and has only purchased accessories from Bill. The customer and Bill know each other well. On a day Bill was off, the customer came in the store and purchased furniture from Rachel. Bill didn't have anything in his follow log, because everybody knows that customer and Bill always work together. Whose Sale is it?
- a. Bill's Sale
 - b. **Rachel's Sale**
 - c. Split Sale
 - d. Manager Discretion
29. A customer is on vacation visiting Florida from New York when they decide to stop in and shop at a Leader's showroom. Showroom professional Ron works with customer pricing out Kokomo Seating with SPO cushions. Customer decides to purchase a rug and lamp from Ron that day, then returns to New York and purchases the Kokomo Seating Online. Nothing was noted in a follow log. Whose Sale is it?
- a. Ron's Sale
 - b. Ron's Sale under Internet Store Number
 - c. Split Sale
 - d. **Internet sale – There was nothing in Ron's follow-up log.**
30. Showroom Professional Jane was working at Showroom A for a couple of years. She had been working with a customer for months on a custom Jensen Leisure Order and recorded every detail

in her follow log. Jane was transferred to Showroom B. The Jensen Leisure customer finally decided to purchase from showroom A, from professional Sue, but changed from Jensen Leisure to Garden Classics. Whose Sale is it?

- a. Sue's Sale
- b. Jane's Sale
- c. Split Sale
- d. Manager Discretion

31. Split Sales are allowed at Leader's Casual Furniture

- a. True, with Manager's Approval, only
- b. False

32. Solutions Team members receive commission at _____ percentage rate of a store salesperson.

- a. half the
- b. one quarter the
- c. the same
- d. twice the

33. If the Solutions Team confirms that a local or out of area customer has not visited a store or spoken to a salesperson, a solutions team member is permitted to write the sale.

- a. TRUE
- b. FALSE

34. When a solutions team member receives a customer's call, they are or they are not required to ask the customer for information as to whether they have visited a Leader's store in the past, have spoken to a salesperson, or if they know the name of the salesperson they spoke to.

- a. they are
- b. they are not

35. If a customer speaks with a solutions team member and states that they have visited a store in the past, have spoken to a salesperson, or mentions a salesperson by name, the solutions team member

- a. helps the customer, but ultimately refers the call to the store.
- b. is encouraged, first, to make the sale and keep their percentage of commission.
- c. splits the commission with the store.
- d. All of the above

36. A customer's call is answered by a solutions team member and solutions finds that the customer has purchased furniture from a salesperson within the past year but the original salesperson is no longer with the company, the customer will be forwarded to the store location associated with that call.

- a. TRUE
- b. FALSE

37. When you follow-up with a customer after a sale it helps you to be the first person they think of when they are ready to buy more.

- a. TRUE

b. FALSE

38. What is a reason you should contact the customers in your follow-up log?

- a. If there's a sale on some items they wanted before, but didn't buy
- b. If there's a sale from a vendor or collection they already bought
- c. If there's a flash promotion
- d. If we're having a closeout on product they were thinking of adding to their collection
- e. All of the above**
- f. None of the above, because if you call them at home they will get upset.

39. Should you follow up with your customer after they have received delivery of their purchase to ask if there's anything we can help with and then follow-up with suggested add-ons?

- a. YES**
- b. NO

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