



# LEADERS HOLDING CO.™

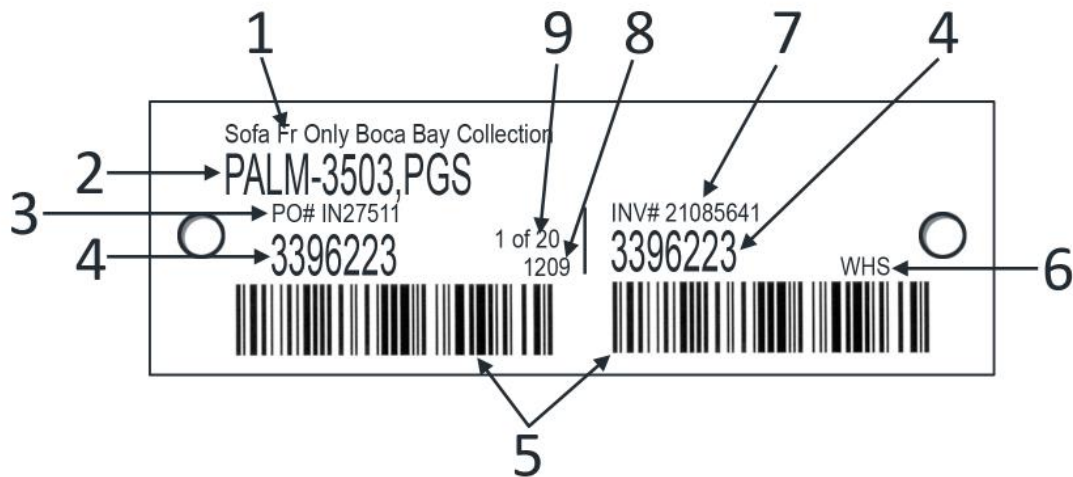
Est. 1971

## Week One Day One Worksheet

1. Leader's Casual Furniture® has \_\_\_\_\_ retail locations.
  - a. 14
  - b. 19
  - c. 18
  - d. 5
2. Extreme accessories are permitted in Leader's Casual Furniture® dress code.
  - a. True
  - b. False
3. Please write down the proper way to answer the phone.  
\_\_\_\_\_  
\_\_\_\_\_
4. The R: Drive POP Sign Folder has every current floor sign that you have on your floor including red tag clearance sales.
  - a. True
  - b. False
5. I can bring my cell phone to work but I must leave it set to silent
  - a. True
  - b. False
6. It is acceptable to talk or call on my cell phone on the showroom selling floor if:
  - a. It is not my up
  - b. My friend is flying in from out of town
  - c. The client I am working with is looking at fabrics
  - d. My phone rings
  - e. It is never acceptable to talk on my personal cell phone on a Leader's Casual Furniture® selling floor. I must excuse myself to the stock room or the outside back of the showroom while I do not have a client that I am serving.

7. A Leader's Casual Furniture® SKU # always goes \_\_\_\_.
- Vendor – Frame # , Fabric Color , Frame Number
  - Frame # - Vendor, Fabric Color, Frame Number
  - Vendor Frame #, Fabric Color, Frame Color
  - Vendor – Frame # , Frame Color , Fabric Color

8. Match the term to the definition



- \_\_\_\_ Purchase order number
- \_\_\_\_ A unique number that is only used once to identify a piece of merchandise
- \_\_\_\_ A brief description of the item
- \_\_\_\_ A unique combination of letters and numbers made up of up to 4 descriptors to identify a product
- \_\_\_\_ An invoice number will be in this area if the item was special ordered for a customer. The invoice number will reflect the invoice it was special ordered for
- \_\_\_\_ Date received to the warehouse
- \_\_\_\_ A unique combinations of lines that is original to each serial number
- \_\_\_\_ The location the item was received
- \_\_\_\_ The quantity of identical SKU'd items that were received at the same time