

Sample Quiz



CERTIFICATE OF ACHIEVEMENT

This Is To Certify

Shubham Chemate

Has Completed

Sample Quiz

May 26, 2021

Date

Expires

Report Summary

Name	: Shubham Chemate
Your Score	: 100 out of 100 (100%)
Correct Answers	: 7 Question
Incorrect Answers	: 0 Question
Unanswered	: 0 Question
Passing Grade (%)	: 70%
Time Taken	: 1 mins 9 secs
Your Result	: Pass
Email	: shubhamchemate3@gmail.com

Your Answers

Correct

Q1) How can you WOW! customers?



- A. Give them more what they expected and exceed their expectations (Your Answer)(Correct)
- B. Give them exactly what they asked for, just cheaper than your competitors.
- C. Ask them repeatedly what you can do to make them buy from you

Explanation: The best way to Wow! customers is to give them what they expected plus more. This way you have exceeded their expectations and build goodwill and trust.

Correct

Q2) A customer calls to report that they have received an incorrect item. What do you do?



- A. Apologize, open a replacement order, and have the customer ship back the incorrect item. (Your Answer)(Correct)
- B. Tell the customer to return the wrong item. Once we receive it, we will send out the correct item.
- C. Apologize and have the customer ship back the incorrect item.

- D. Have the customer ship back the incorrect item and help them place an order for the correct one.

Explanation: You should always apologize first. Second, open a replacement order for the customer. If the incorrect item is under \$20 the customer may keep it, but if the incorrect item is over \$20 help the customer create a flex label to return the item.

Correct

- Q3) Before you question your client to find out their needs, you need to let them know (check all that apply):



- A. Why you need the information (Your Answer)(Correct)
- B. How knowing the information will benefit them (Your Answer)(Correct)
- C. That you are almost on your lunch break
- D. How the information relates to their needs (Your Answer)(Correct)
- E. That you are the No. 1 salesperson

Explanation: It's important that the customer feels your questions are going to serve them.

Correct

- Q4) To develop a rapport with a customer you should:



- A. Smile (Your Answer)(Correct)
- B. Frown
- C. Walk away
- D. Check your phone

Explanation: Customers want to feel as if they are the most important people in the store. Smiling at them helps them know that you care and are available to help them.

Correct

- Q5) It's a good idea to pressure customers to make a decision quickly so you can move on to the next opportunity.



- A. True
- B. False (Your Answer)(Correct)

Explanation: Customers need to feel taken care of before they will make a sales decision. You don't want to move too quickly or try to close a sale before the customer is ready to make a decision. If you have spent significant time with a customer and they appear nowhere close to making a decision, provide them with some additional information and tell them you will be available to answer additional questions when they are ready.

Correct

Q6) When a customer is charged a return fee, we will always _____ it if they ask.



Your Answer	Possible correct answers
waive	waive

Explanation: It is our policy to waive return fees when a customer asks.

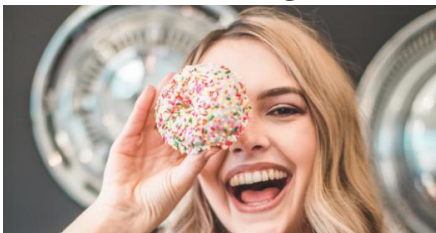
Correct

Q7) Which of the following images is NOT on-brand for our store?

Explanation: Our brand incorporates photographs of stylized images and people against a white/light gray background. We do not use clip art or any form of cartoon images.

Correct

Q8) Match the following:



	Choice	Correct Answer	Your Responses	
A	Customer walks in the door	Greet them	Greet them	Correct
B	Customer looks confused	Ask if you can help	Ask if you can help	Correct
C	Customer stands at the counter	Begin checkout process	Begin checkout process	Correct
D	Worst thing to	Intentionally	Intentionally	Correct

do to a
customer

ignore them

ignore them