

**Sample Exam Questions:** These questions are similar to the questions that students will see when taking the official NRF Foundation RISE Up Customer Service & Sales Exam. These questions are not intended as a pre-test or any other measure of student learning.

**Customer Service & Sales Sample Questions:**

1. A customer is purchasing a set of sheets for a new apartment and is considering adding a monogram to the sheets. The store's policy states that the addition of monogramming would make the sheets non-returnable, and the customer is slightly concerned the color may not match the apartment's bedroom. In order to enforce store policy, what should the sales associate say?
  - a. "You can always exchange the sheets for a different color if these don't match."
  - b. "Please be aware that it is our store policy that personalized items cannot be returned."
  - c. "Our return policy is quite strict, so I would recommend that you don't buy these sheets."
  - d. "I think you can return the sheets for a refund if the color isn't right."
2. A sales associate sold new kitchen appliances to different customers this week. What should the associate do to ensure that customers are happy with the delivery and installation of their appliances?
  - a. Write down the customers' information and remember to thank them for their purchases the next time they come into the store.
  - b. Enter the customers' information into a contact management system and add a reminder to send each of them information about the next sale.
  - c. Write down the customers' information so each can be sent a satisfaction survey at the end of the month.
  - d. Contact each customer by phone or email before leaving work to ensure everything went well and there are no problems.
3. A sales associate who is loading a bedside table into a customer's car scratches the side of the table, leaving a mark. What should the associate do?
  - a. Thank the customer for the purchase and go back into the store.
  - b. Acknowledge the mark, take the item back to the store, and exchange it for a new one.
  - c. Acknowledge the scratch mark and tell the customer that it is not noticeable.
  - d. Suggest that the customer return to the store to receive a discount on the item.
4. A sales associate sees a customer looking at a skirt and tells her that it is very popular this season. The customer agrees and begins looking at the size tags. What should the sales associate say?
  - a. "Would you like to purchase any accessories with that skirt?"
  - b. "We're almost sold out. I have sizes 10 and 12 left. Which would you like?"
  - c. "Would you like me to bring one to the fitting room for you to try on? What size would you like to try?"
  - d. "How much are you planning to spend?"
5. If a customer asks how to clean a dress, which is the **BEST** source for this information?
  - a. Manufacturer's customer service department
  - b. Product care label on the dress
  - c. Department manager

- d. Product warranty
6. A sales associate is about to start helping a customer decide on a new sofa, but the customer has not stated a budget range. Which would be the **MOST** appropriate strategy for the associate to use to determine the budget?
- Ask the customer directly what budget range would be best.
  - Show the lowest-priced sofas and move up until the customer is satisfied.
  - Show the highest-priced sofas and move down until the customer is satisfied.
  - Show a medium-priced sofas and adjust according to the customer's reactions.
7. An associate and a customer are having a conversation in a home goods store. The customer, who has been looking at dining room sets, is responding with verbal and physical cues. Which cue would **MOST** likely be an indication that the customer is about to purchase a dining room set?
- Stating, "My current dining room sets is also oak."
  - Focusing on the price tags of the dining room set
  - Praising and touching a particular dining room set
  - Asking, "How long is this dining room set on sale?"
8. A customer wants to purchase a \$75 winter coat. She has a 25% off coupon for one item and a 10% coupon for her entire purchase. Both can be used. What is the total of her purchase?
- \$50.63
  - \$55.00
  - \$24.75
  - \$45.50
9. A store chain advertises a special on inflatable pools with limited quantities. Two customers come in together specifically for the sale item and learn that only one unit is left in the store. The ad stated that limited quantities were available. What should the associate do **FIRST**?
- Tell the customers there are no more pools available.
  - Suggest to one of the customers that she come back in three weeks when the pool will be in stock at the regular price.
  - Let the customers work out between themselves who will get the last pool.
  - Offer to contact another store to see if they have any pools left.
10. A manager sets a goal of increasing sales by 15% over last year. If last year's sales were \$60,000, what is the sales goal for this year?
- \$69,000
  - \$65,000
  - \$67,500
  - \$70,500

**Answer Key:**

These are the answers for the above practice questions.

1. B
2. D
3. B
4. C
5. B
6. D
7. C
8. A
9. D
10. A

## Post-Exam Information:

Once students have completed and submitted their exams online, they immediately will see their results on the screen.

If the student was successful, they will receive their RISE Up Customer Service & Sales certificate in an email within 24-48 hours after their exam. This email will come from [Learn@BeMore.PennFoster.com](mailto:Learn@BeMore.PennFoster.com).

Students will also be emailed a copy of their RISE Up digital badge that they can add to their social media, emails, and resume. That email will come from [admin@youracclaim.com](mailto:admin@youracclaim.com).



If the student was unsuccessful you have the option to purchase them a retake exam license and enroll the student in that retake exam.