

Get Set for Customer Service Assessment

1. Using your best spelling, grammar and punctuation, write a 4-6 sentence paragraph describing why you want to work in a customer service job.

2. Using the flyers and grocery list below, calculate the total of your grocery bill before any applicable taxes.

Grocery List

- 1 bag of carrots
- 2 pounds of grapes
- A 3lb package of steaks
- 2 loaves of bread
- Orange juice
- cheese



Total: _____

3. Read the information below and answer the questions that follow.

BTS Candle Co. Return Policy

If you are not satisfied with your purchase, you have 14 days to return the product(s) for a full refund. You must present a copy of your receipt and original payment method to receive a full refund. If you cannot provide the original payment method, a store credit will be issued. Opened or used products will not be accepted for return. After 14 days, you can return an unused and unopened product with presentation of a receipt and receive store credit.

- a) What do you need to present when returning a product to receive a full refund?

- b) How many days do you have to return a product and receive a full refund?

- c) What happens if you don't have a receipt, but want to return a product?

- d) If you return a product with the receipt, but don't have the original payment method with you, what will happen ?

Name: _____

4. Fill in the form below (you may use fake information):

Last name:	First name:
Date of birth (dd/mm/yyyy):	
Street Address:	
City:	Province:
Phone Number:	
Tick the box for the program you are interested in: <input type="checkbox"/> Business Studies <input type="checkbox"/> Administration <input type="checkbox"/> Retail Associate <input type="checkbox"/> Early Childhood Education <input type="checkbox"/> Social Work	
Date:	
Signature:	