# <u>Get Set for Customer Service Assessment – ANSWER KEY</u>

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.

   Answers to this question will vary.

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

*<u>Grocery List</u>*

1 bag of carrots

2 pounds of grapes

A 3lb package of steaks

2 loaves of bread

Orange juice

cheese



Carrots      $1.98
Grapes      $3.88 x 2 = $7.76
Steak      $6.48 x 3 = $19.44
Bread      $5.50
Orange juice $2.98
<u>Cheese      $4.44</u>

**Total:** $42.10

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?
      A copy of your receipt and original payment method.

   b) How many days do you have to return a product and receive a full refund?
      14

   c) What happens if you don't have a receipt, but want to return a product?
      You can not return the product.

   d) If you return a product with the receipt, but don't have the original payment method with you, what will happen ?
      You will be given a store credit.

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

| 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:**<br>☐ **Business Studies**<br>☐ **Administration**<br>☐ **Retail Associate**<br>☐ **Early Childhood Education**<br>☐ **Social Work** | |
| **Date:** | |
| **Signature:** | |