**Get Set for Customer Service Assessment – ANSWER KEY**

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.

1. 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

Carrots $1.98

Grapes $3.88 x 2 = $7.76

Steak $6.48 x 3 = $19.44

Bread $5.50

Orange juice $2.98

Cheese $4.44

**Total:** $42.10

1. 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.*

1. What do you need to present when returning a product to receive a full refund?

A copy of your receipt and original payment method.

1. How many days do you have to return a product and receive a full refund?

14

1. What happens if you don’t have a receipt, but want to return a product?

You can not return the product.

1. 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.

1. 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:**  ** Business Studies**  ** Administration**  ** Retail Associate**  ** Early Childhood Education**  ** Social Work** | |
| **Date:** | |
| **Signature:** | |