

NRF Foundation RISE Up Customer Service & Sales Exam Preview and Sample Questions



This document will provide instructors with information on proctoring a RISE Up exam, how students will access the exam and what they will see while taking the exam, before and after.

We have also provided 10 sample questions with an answer key. These questions are intended only as a sample of what the real exam questions will look like. They are not intended to be used as a pre-test or as any other measure of student learning before taking the exam.

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For more information about the RISE Up program, please visit our [website](#). If you have any questions, please reach out via email: RISEUp@nrf.com.

Pre-Exam Information:

Signing Up as an In-Person Proctor

Group administrators, sites, administrators, and teachers can sign up to be proctors to administer online exams in an in-person setting, usually for a group of students. To become approved as a proctor:

Log into your account (<https://riseup.kaleidolearning.com/>) and click **Apply to be a Proctor** from the "hamburger" menu in the upper-left corner. Clicking **Apply to be a Proctor** from the Proctor Exam page opens a page with the rules and responsibilities for proctors.

Read the rules and responsibilities, and then click **Agree** to accept them. You will then be granted permission to proctor exams. Next time you click on the "hamburger" menu, it should say **Proctor Exam**, which will allow you to access the exam codes for students for the exams at that time.

Proctor Rules and Responsibilities

Proctors play an important role in the administration of high stakes exams to ensure that the exam policies are followed by the student. This process ensures that the validity of the exam is fair for all students and that the results are an accurate reflection of the tested content and can be trusted. As a proctor you play a very important role to uphold the integrity of the programs and the value they hold for all that pass and earn the credential.

To become a proctor, please click to agree to this document to acknowledge this duty and confirm that you will adhere to the responsibilities below.

As a proctor I agree to:

1. Verify the test taker's name and identification with a government issued photo ID (examples include a state-issued driver's license/ID card, a passport or military ID), ensuring that it matches the learner account for the exam.
2. Supervise students during the entire closed-book exam session:
 - a. Students cannot use any notes, books or other materials throughout the exam
 - b. Students only have the exam open on their computers - web searches are prohibited during the exam session
 - c. Mobile phones or any other electronic devices are not used
3. Communicate that students cannot leave the room for any reason during the exam; if they do, they will forfeit their exams and it will be submitted as-is.
4. Report any exam violations to Penn Foster immediately after the exam session.
5. Do not provide guidance, other than technical assistance, during the exam.

I understand and agree to carry out the proctor responsibilities.

CANCEL **AGREE**

Requesting Accommodations for a Student

If you have a student who needs accommodations for testing, request those accommodations in advance.

Log into your account and click on **Request Accommodations for a Student** from the "hamburger" menu in the upper-left corner.



To request accommodations for a student taking an exam, please use our [Accommodations Request Form](#).

To request an accommodation(s) for a student who will be taking an exam, click on the **Accommodations Request Form**. After you submit an accommodations request, our team will review the request and will typically respond within one business day.

Proctoring an Exam

Log into your account and click on **Proctor Exam** from the "hamburger" menu in the upper-left corner. Your page should look like the below:

Proctor Rules and Responsibilities

Before proctoring an exam:

1. Confirm the identity of each person taking the test.
2. Collect phones, smart watches, and other devices or ensure that they are silenced and secured for the duration of the test.
3. Once testers are ready, instruct them to launch the test and enter the code below.

[REVIEW GUIDELINES](#)

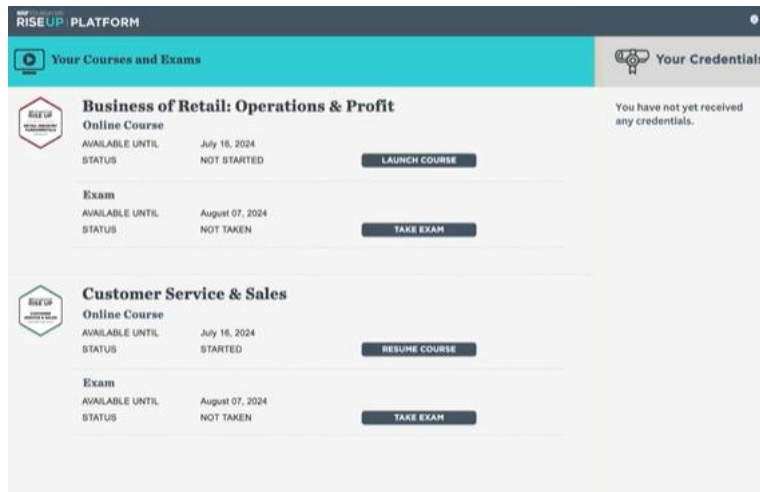
[GET EXAM CODES](#)

You can review the guidelines and get exam codes on this page. Click **Get Exam Codes** and provide this code to your learners to activate the exam. **Only the Customer Service & Sales and Business of Retail exams require an exam code. The codes change every day so it's important to check the exam code on the day of the exam.**

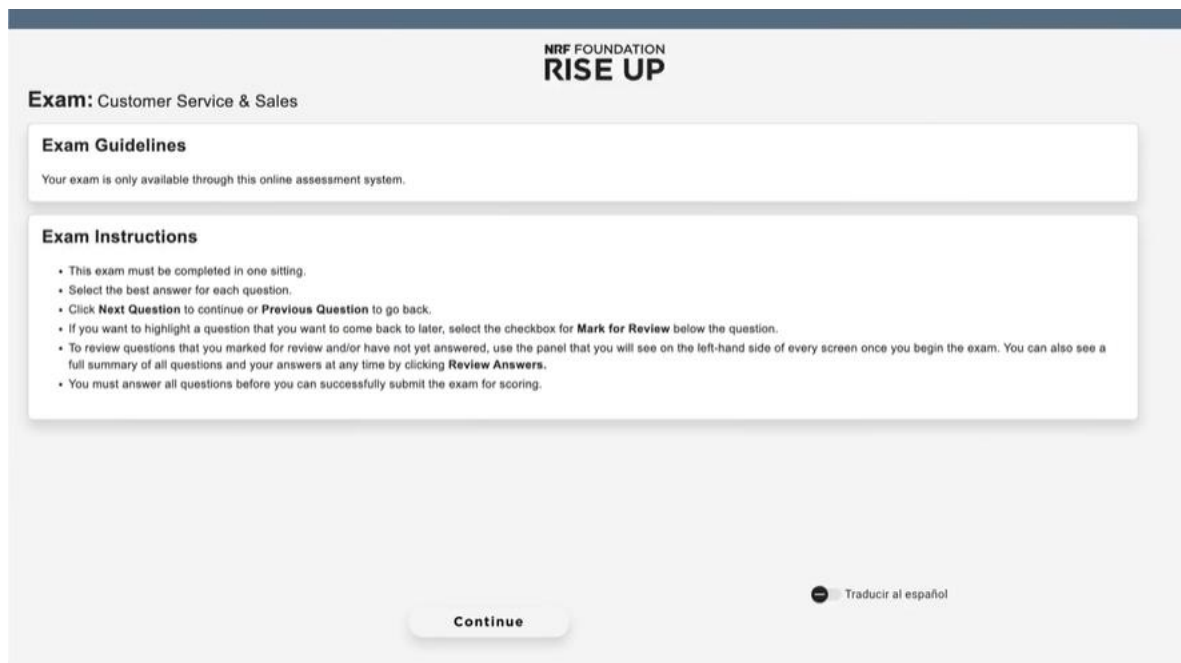
Student View

Once you have assigned students to an exam, each student will see their exam in their account when they log in. The student login site is the same as the instructor:

<https://riseup.kaleidolearning.com/>.

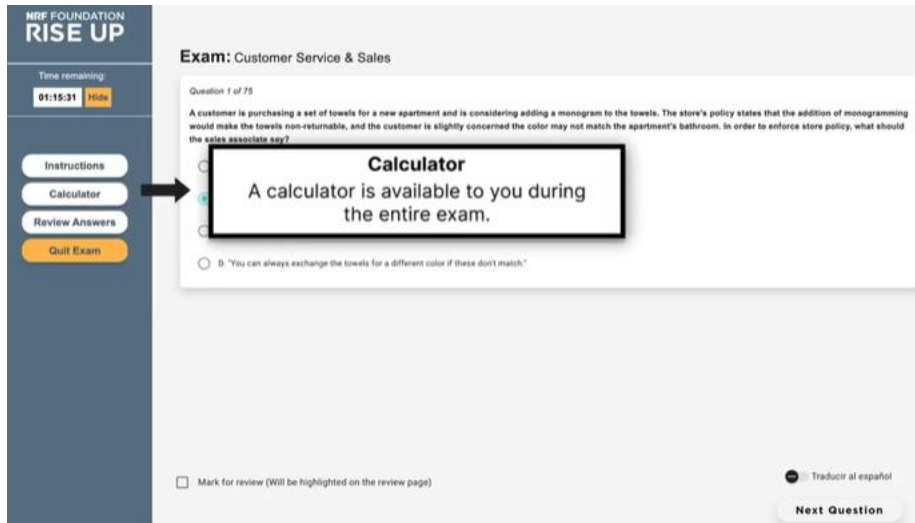


If your students are ready to take the exam, students should click on **Take Exam**. The exam is timed for 90 minutes. Once they are in the exam, they will be able to view the exam guidelines and instructions before starting.



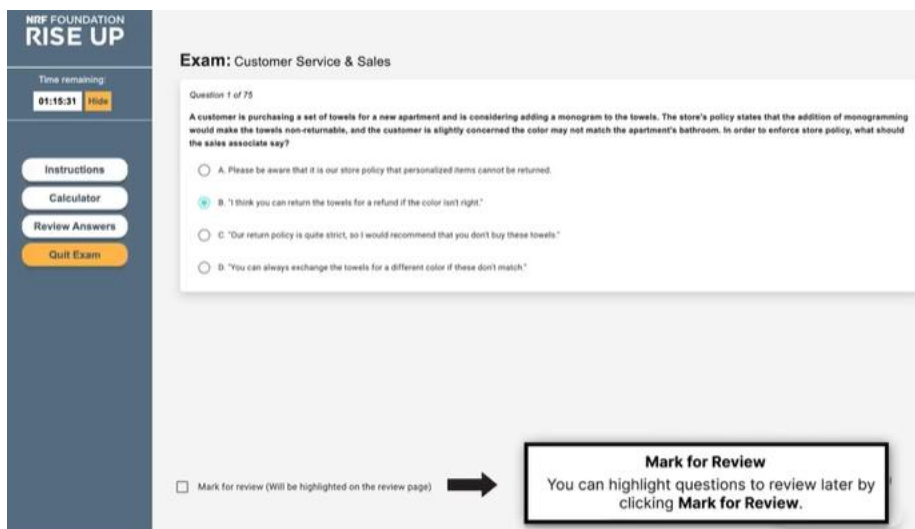
Your students will have some features available to them during the exam:

Digital Calculator



The screenshot shows the exam interface for 'Exam: Customer Service & Sales'. On the left sidebar, the 'Calculator' button is highlighted with a black arrow pointing to a callout box. The callout box contains the text: 'Calculator' and 'A calculator is available to you during the entire exam.' The main content area shows 'Question 1 of 75' with a text prompt and four multiple-choice options. At the bottom, there is a 'Mark for review' checkbox and a 'Next Question' button.

Mark for Review



The screenshot shows the exam interface for 'Exam: Customer Service & Sales'. On the left sidebar, the 'Mark for Review' button is highlighted with a black arrow pointing to a callout box. The callout box contains the text: 'Mark for Review' and 'You can highlight questions to review later by clicking Mark for Review.' The main content area shows 'Question 1 of 75' with a text prompt and four multiple-choice options. At the bottom, there is a 'Mark for review' checkbox and a 'Next Question' button.

Review Answers

The screenshot shows the exam interface for 'Exam: Customer Service & Sales'. On the left sidebar, there are buttons for 'Instructions', 'Calculator', 'Review Answers', and 'Quit Exam'. The 'Review Answers' button is highlighted with a callout box that says: 'Click this button at any time during the exam to see a summary of your answers so you can review them.' The main content area shows 'Question 1 of 75' with a text-based question and a multiple-choice option. At the bottom, there is a 'Mark for review' checkbox and a 'Next Question' button.

Spanish Helping Translation

The screenshot shows the Spanish translation of the exam guidelines and instructions. The header includes the NRF FOUNDATION RISE UP logo. The main content is divided into two sections: 'Exam Guidelines' and 'Exam Instructions'. The 'Exam Guidelines' section states that the exam is only available through the online assessment system. The 'Exam Instructions' section provides a list of rules and tips for taking the exam, such as completing it in one sitting, selecting the best answer, and using the 'Mark for Review' feature. At the bottom, there is a 'Continue' button and a 'Traducir al español' button.

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.

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?
 - a. Ask the customer directly what budget range would be best.
 - b. Show the lowest-priced sofas and move up until the customer is satisfied.
 - c. Show the highest-priced sofas and move down until the customer is satisfied.
 - d. 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?
 - a. Stating, "My current dining room sets is also oak."
 - b. Focusing on the price tags of the dining room set
 - c. Praising and touching a particular dining room set
 - d. 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?
 - a. \$50.63
 - b. \$55.00
 - c. \$24.75
 - d. \$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 to 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 your students have completed and submitted their exams online, they will see their results on the screen immediately after. They will also see how well they performed in each content domain.

NRF FOUNDATION RISE UP	
Exam Result Customer Service & Sales Date scored: Tue Sep 05 2023	Passing
Learn About Company Products and/or Services	Proficient
Handling Product Returns & Customer Issues	Proficient
Meeting Customer Needs	Proficient
Educate the Customer, Gain Commitment, and Close the Sale	Proficient

If your students passed the exam, they will receive a congratulations email from riseup@kaleidolearning.com and their RISE Up certificate will be available to download in their portal.

RISEUP PLATFORM		Your Courses and Exams	Your Credentials
Customer Service & Sales Exam EXAM TAKEN: September 19, 2023 STATUS: PASSED [REVIEW RESULTS]		Customer Service & Sales COMPLETED: September 19, 2023 EXPIRES: September 12, 2024 [DOWNLOAD]	
Online Course AVAILABLE UNTIL: August 15, 2024 STATUS: NOT STARTED [LAUNCH COURSE]		Warehouse, Inventory & Logistics COMPLETED: September 15, 2023 EXPIRES: August 15, 2024 [DOWNLOAD]	
Exam AVAILABLE UNTIL: August 15, 2024 STATUS: NOT YET COMPLETED			
Exam AVAILABLE UNTIL: August 07, 2024 STATUS: NOT YET COMPLETED			
Online Course AVAILABLE UNTIL: July 24, 2024 STATUS: STARTED [RESUME COURSE]			
Business of Retail: Operations & Profit Online Course AVAILABLE UNTIL: August 15, 2024 STATUS: NOT STARTED [LAUNCH COURSE]			



Students will also be sent a digital badge from Credly via email. The email will come from admin@credly.com.



If students were unsuccessful, you have the option to purchase a retake exam license for them.

For additional questions, please make sure to visit our [Help Center](#).