

NRF Foundation RISE Up Warehouse, Inventory & Logistics Exam Preview and Sample Questions



This document will provide instructors with information on how students will access the RISE Up 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.

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.



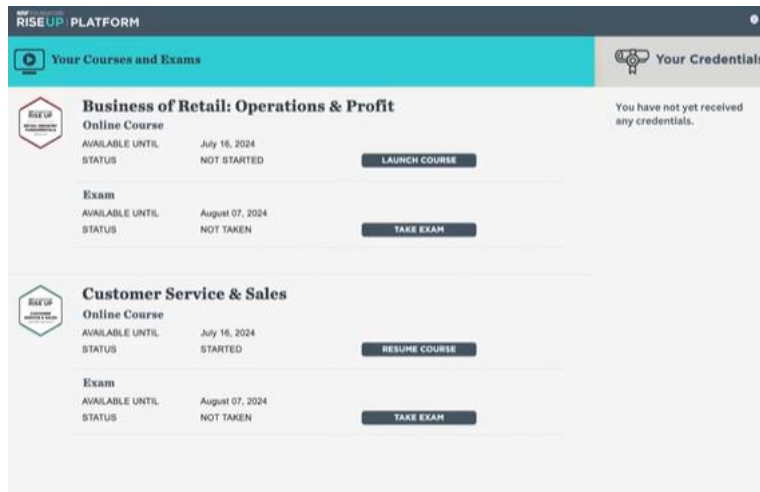
To request accommodations for a student taking an exam, please use our [Accommodations Request Form](#).

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.

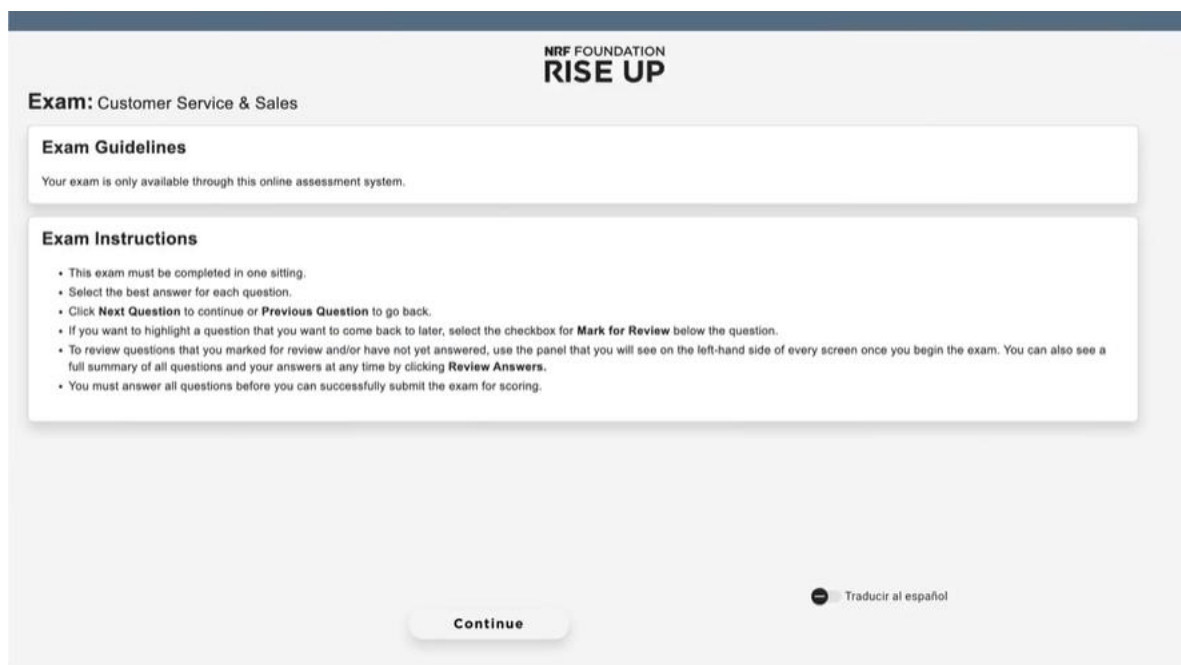
Student View

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 **untimed and does not need to be proctored**. 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, there are buttons for 'Instructions', 'Calculator', 'Review Answers', and 'Quit Exam'. The 'Calculator' button is highlighted with a black arrow pointing to a callout box. The callout box contains the text: 'Calculator A calculator is available to you during the entire exam.' The main content area shows 'Question 1 of 75' with a text prompt: 'A customer is purchasing a set of towels for a new apartment and is considering adding a monogram to the towels. The store's policy states that the addition of monogramming would make the towels non-returnable, and the customer is slightly concerned the color may not match the apartment's bathroom. In order to enforce store policy, what should the sales associate say?' Below the prompt are four radio button options: A. 'Please be aware that it is our store policy that personalized items cannot be returned.', B. 'I think you can return the towels for a refund if the color isn't right.', C. 'Our return policy is quite strict, so I would recommend that you don't buy these towels.', and D. 'You can always exchange the towels for a different color if these don't match.' 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, there are buttons for 'Instructions', 'Calculator', 'Review Answers', and 'Quit Exam'. The 'Review Answers' button is highlighted with a black arrow pointing to a callout box. The callout box contains the text: 'Mark for Review You can highlight questions to review later by clicking Mark for Review.' The main content area shows 'Question 1 of 75' with the same text prompt as the previous screenshot. Below the prompt are four radio button options: A. 'Please be aware that it is our store policy that personalized items cannot be returned.', B. 'I think you can return the towels for a refund if the color isn't right.', C. 'Our return policy is quite strict, so I would recommend that you don't buy these towels.', and D. 'You can always exchange the towels for a different color if these don't match.' 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 radio button 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 page for the exam. It includes the NRF FOUNDATION RISE UP logo at the top. The main heading is 'Exam: Customer Service & Sales'. Below this, there are 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 Warehouse, Inventory & Logistics exam. These questions are not intended as a pre-test or any other measure of student learning.

1. Which item is considered a retail product?
 - a. Air conditioner repair
 - b. New air conditioner
 - c. Air conditioner delivery
 - d. Extended warranty on the air conditioner

2. The period key term in retail for a period of time that an item remains usable, or fit for consumption is called:
 - a. Expiration
 - b. Stock
 - c. Rotten
 - d. Shelf life

3. A large facility that manufacturers send large quantities of product to then be distributed to stores is called:
 - a. Distribution Center
 - b. Garage
 - c. Storage Warehouse
 - d. Carton

4. When distribution team members use replenishment reports to retrieve quantities of items to be sent to stores they are:
 - a. Stocking
 - b. Picking
 - c. Sending
 - d. Fulfilling

5. Who is responsible for making sure the safety exits aren't blocked and are free to be used in an emergency?
 - a. OSHA Officer
 - b. Police Officer
 - c. Local Union Rep
 - d. Retail employee

6. A customer makes a purchase and their transaction total is \$21.47. The customer pays with \$50.00 in cash. How much change should they receive?

- a. \$25.53
 - b. \$19.25
 - c. \$30.53
 - d. \$28.53
7. What organization oversees and controls workplace safety regulations?
- a. OSHA
 - b. FSLA
 - c. FEMA
 - d. SOTP
8. What does the "R" in SMART Goal Setting stand for?
- a. Retail-Oriented
 - b. Results-Oriented
 - c. Restart
 - d. Routine
9. Which functional area in a retail store usually manages the on-site revenue generation, administration, and reports on the center's expenses?
- a. Marketing
 - b. Information Technology (IT)
 - c. Warehouse Management
 - d. Finance
10. Where are you most likely to find your company's policies and procedures?
- a. On the company website
 - b. In the breakroom
 - c. In an employee handbook
 - d. In your managers office

Answer Key

These are the answers to the above practice questions.

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

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]			



(*image of the Customer Service & Sales certificate for example)

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](#).