

## **NRF Foundation RISE Up Supply Chain, Inventory & Logistics Exam Preview and Sample Questions**



This document will provide instructors with information on how students will access the Supply Chain, Inventory & Logistics 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](mailto:RISEUp@nrf.com).

## 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 an accommodation(s) for testing, please request the accommodation(s) 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/>.

**RISE UP PLATFORM**

**Your Courses and Exams**

**Business of Retail: Operations & Profit**  
Online Course  
AVAILABLE UNTIL: July 16, 2024  
STATUS: NOT STARTED  
**LAUNCH COURSE**

**Exam**  
AVAILABLE UNTIL: August 07, 2024  
STATUS: NOT TAKEN  
**TAKE EXAM**

**Customer Service & Sales**  
Online Course  
AVAILABLE UNTIL: July 16, 2024  
STATUS: STARTED  
**RESUME COURSE**

**Exam**  
AVAILABLE UNTIL: August 07, 2024  
STATUS: NOT TAKEN  
**TAKE EXAM**

You have not yet received any credentials.

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.

**NRF FOUNDATION  
RISE UP**

**Exam: Customer Service & Sales**

**Exam Guidelines**  
Your exam is only available through this online assessment system.

**Exam Instructions**

- This exam must be completed in one sitting.
- Select the **best answer** for each question.
- Click **Next Question** to continue or **Previous Question** to go back.
- If you want to highlight a question that you want to come back to later, select the checkbox for **Mark for Review** below the question.
- To review questions that you marked for review and/or have not yet answered, use the panel that you will see on the left-hand side of every screen once you begin the exam. You can also see a full summary of all questions and your answers at any time by clicking **Review Answers**.
- You must answer all questions before you can successfully submit the exam for scoring.

**Continue**

Traducir al español

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

## Digital Calculator

The screenshot shows the NRF Foundation RISE UP exam interface. 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 exam area shows 'Exam: Customer Service & Sales' and 'Question 1 of 75'. The question text is: '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 question 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 of the exam area, there is a checkbox labeled 'Mark for review (Will be highlighted on the review page)' and a button labeled 'Next Question'.

## Mark for Review

The screenshot shows the NRF Foundation RISE UP exam interface. 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 exam area shows 'Exam: Customer Service & Sales' and 'Question 1 of 75'. The question text is: '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 question 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 of the exam area, there is a checkbox labeled 'Mark for review (Will be highlighted on the review page)' and a button labeled 'Next Question'.

## Review Answers

The screenshot shows the NRF Foundation RISE UP exam interface. On the left, a sidebar contains 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 'Exam: Customer Service & Sales' and 'Question 1 of 75'. Below the question text, there is a radio button option 'A. Please be aware that it is our store policy that personalized items cannot be returned.' At the bottom of the main area, there is a 'Mark for review (Will be highlighted on the review page)' checkbox and a 'Traducir al español' button. A 'Next Question' button is also visible at the bottom right.

## Spanish Helping Translation

The screenshot shows the NRF Foundation RISE UP exam interface with the 'Exam Guidelines' and 'Exam Instructions' sections in Spanish. The header includes 'NRF FOUNDATION RISE UP' and 'Exam: Customer Service & Sales'. The 'Exam Guidelines' section is titled 'Indicaciones del examen' and states: 'Your exam is only available through this online assessment system. Su examen solo está disponible a través de este sistema de evaluación en línea.' The 'Exam Instructions' section is titled 'Instrucciones del examen' and lists several instructions in both English and Spanish, including: 'This exam must be completed in one sitting. Este examen debe ser completado en una sola sesión.', 'Select the best answer for each question. Seleccione la mejor respuesta para cada pregunta.', 'Click Next Question to continue or Previous Question to go back. Haga clic en Siguiente para continuar o en Preguntas anterior para volver.', 'If you want to highlight a question that you want to come back to later, select the checkbox for Mark for Review below the question. Si quieres resaltar una pregunta que deseas volver más tarde, seleccione la casilla de verificación Mark for Review debajo de la pregunta.', 'To review questions that you marked for review and/or have not yet answered, use the panel that you will see on the left-hand side of every screen once you begin the exam. You can also see a full summary of all questions and your answers at any time by clicking Review Answers. Para revisar las preguntas que marcó para revisión y/o aún no has contestado, utiliza el panel que hay en el lado izquierdo de cada pantalla una vez comienzas el examen. También puede ver un resumen completo de todas las preguntas y sus respuestas en cualquier momento haciendo clic en Review Answers.', 'You must answer all questions before you can successfully submit the exam for scoring. Debes responder todas las preguntas antes de poder entregar con éxito el examen para su calificación.' At the bottom, there is a 'Continue' button and a 'Traducir al español' button.

## Sample Exam Questions

The questions below are similar to the questions that students will see when taking the official NRF Foundation RISE Up Supply Chain, Inventory & Logistics exam. These questions are not intended as a pre-test or as 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<br>RISE UP  |            |
|--|------------|
| <b>Exam Result</b><br>Customer Service & Sales<br>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](mailto:riseup@kaleidolearning.com) and their RISE Up certificate will be available to download in their portal.

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



(\*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](mailto: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](#).