



SOFT GOODS

FINAL EXAM

Name _____ Date _____

SOFT GOODS FINAL EXAM

MUST HAVE 6 OF 7 TO PASS

1. What is done with incoming soft goods donations?

2. Where do you put the following:
 - a. Damp/wet clothes & linens –
 - b. Clean clothing –
 - c. Clean linens –

3. What goes on the gaylord label?

4. Explain how you use dots to mark the price of a pair of shoes:

5. List 4 types of accessories:

6. List 4 problems that would disqualify a shoe from being put out in the store:

7. How do you prepare shoes for recycling?



SALES FLOOR

FINAL EXAM

Name _____ Date _____

SALES FLOOR FINAL EXAM

MUST HAVE 9 OF 12 TO PASS

1. How many days can an item be held for a customer **before** it's purchased?
2. How many days can an item be held for a customer **after** it's purchased?
3. When can you tie down an item on a customer's vehicle?
4. Describe what should happen with an item without a price tag:
5. How much is the minimum price charged for a delivery?
6. What do you say to customers as they **enter** the store?
7. What do you say to customers as they **leave** the store?

8. What should you say to a customer that asks for a price other than what is marked or on sale?

9. Describe the process of setting up a delivery:

10. Describe 4 things that should be written on a sold sticker:

11. What does TC Resale and Donation Centers prides itself in and why?

12. If you think that someone is stealing, what is the proper way to approach the situation?



HARD GOODS

FINAL EXAM

Name _____ Date _____

HARD GOODS FINAL EXAM

MUST HAVE 9 OF 12 TO PASS

1. Why is proper sorting and cleaning important to the hard goods department?
2. What do you do when you come across contraband of high value items?
3. List 4 different examples of contraband:
4. List 4 different examples of items that would go into the glass case:
5. List 4 different examples of items that we can't sell due to regulation:
6. List 4 different examples of items that should be recycled:

7. How do you determine the price of hard good items?

8. Where do you place the price tag sticker on small items like a vase, knick knack or cup?

9. What is the number one priority in processing electronics or appliances?

10. List the 2 things that you **do** write on a donation receipt?

11. List the 2 things that you **do not** write on a donation receipt?

12. What would you say to appropriately turn down a donation?



BOX TRUCK

FINAL EXAM

Name _____ Date _____

BOX TRUCK FINAL EXAM

MUST HAVE 9 OF 12 TO PASS

1. What is the primary responsibility of the box truck driver/assistant?
2. Why is the completion of the weekly checklist important?
3. What is the procedure if an accident occurs:
4. When assessing a donation, what should be the percentage of acceptable merchandise as opposed to unacceptable?

5. List 4 unacceptable items:

6. What is the first order of business when the truck arrives to a donation pickup site?

7. When can you use a customer's bathroom?

8. Are you allowed to talk to the donor about anything other than the pickup?

9. What is the most important aspect of your contact with the donor?

10. What is the primary concern when loading or unloading the box truck?

11. What can be done to ensure the safety of the students and customers?

12. What is the proper way to transport small items?