

# Cashier Test Questions And Answers



## QSR CASHIER/ORDER TAKER QUIZ

1. Besides taste, what else is important to our customers about their food?
  - a. Who the cook and server are
  - b. Consistent presentation and portion size
  - c. Whether the manager likes it
  - d. None of the above
2. When preparing your station for the shift:
  - a. Make sure the Lobby station is prepared
  - b. Ensure counter and display cases are clean, organized and stocked.
  - c. Do the prep list
  - d. All of the above
3. When coming into contact with customers:
  - a. Smile, make eye contact
  - b. Be quiet and try to go unnoticed
  - c. Provide a warm greeting
  - d. Both a & c
4. It's the manager's responsibility to handle customer complaints.
  - a. True
  - b. False
5. What should you do at the beginning of your shift?
  - a. Get a quick snack so you stomach doesn't growl while working
  - b. Retrieve your till and sign into the POS station.
  - c. Talk to your co-workers
  - d. Check your schedule
6. It is important to smile and speak clearly when taking customer orders.
  - a. True
  - b. False
7. A customer complains that their order is incorrect. You should:
  - a. Remain calm and don't get defensive
  - b. Apologize for the inconvenience
  - c. Offer to get the order replaced
  - d. All of the above
8. It is critically important to store chemicals away from food products.
  - a. True
  - b. False

Cashier test questions and answers are essential tools for evaluating potential candidates for cashier positions. These assessments not only gauge a candidate's knowledge of basic arithmetic and cash handling but also their customer service skills and ability to manage various situations that may arise in a retail environment. In this article, we will explore common cashier test questions, the skills they assess, and provide sample answers to help candidates prepare effectively.

# Understanding the Role of a Cashier

Before delving into cashier test questions, it's crucial to understand the primary responsibilities of a cashier. Cashiers are often the first point of contact for customers in a retail setting. Their duties typically include:

- Processing transactions accurately.
- Handling cash, credit, and debit card payments.
- Providing excellent customer service.
- Maintaining a clean and organized checkout area.
- Resolving customer complaints and inquiries.

Given these responsibilities, cashier test questions often encompass a range of topics, including basic math skills, product knowledge, and customer service scenarios.

## Types of Cashier Test Questions

Cashier test questions can be categorized into several types, each targeting specific skills relevant to the cashier role. Here are some common categories:

# 1. Basic Math Skills

Cashiers need to perform quick calculations to process transactions efficiently. Questions may include:

- Addition and Subtraction:
  - Example: If a customer buys three items costing \$12.50, \$15.75, and \$9.99, what is the total cost?
  - Answer:  $\$12.50 + \$15.75 + \$9.99 = \$38.24$
- Change Calculation:
  - Example: A customer pays with a \$50 bill for a total of \$27.89. How much change should be given?
  - Answer:  $\$50.00 - \$27.89 = \$22.11$

# 2. Product Knowledge

Candidates may be asked questions related to the products sold in the store. This could include:

- Identifying Products:
  - Example: What is the price of a specific item or brand?
- Promotions and Discounts:
  - Example: If a product is on sale for 20% off and originally costs \$25, what is the sale price?
  - Answer:  $\$25 - (\$25 \times 0.20) = \$20$

# 3. Customer Service Scenarios

These questions assess how candidates handle various customer interactions. Scenarios may include:

- Dealing with Difficult Customers:
  - Example: A customer is upset because an item is out of stock. How would you handle this situation?

- Answer: I would listen to the customer's concerns, apologize for the inconvenience, and offer to check if the item can be ordered or suggest an alternative product.
- Handling Returns and Exchanges:
  - Example: A customer wants to return a product without a receipt. What steps would you take?
  - Answer: I would ask for the customer's identification, check the store's return policy, and process the return if possible, ensuring to explain the policy clearly to the customer.

## 4. Technical Skills

With technology playing a vital role in retail, cashiers should be familiar with point-of-sale (POS) systems. Questions may include:

- Operating a POS System:
  - Example: How would you process a credit card transaction?
  - Answer: I would scan the items, enter any discounts, select the credit card payment option, and follow the prompts to complete the transaction.

## Sample Cashier Test Questions and Answers

To further assist candidates in their preparation, here are some sample cashier test questions along with suggested answers:

### Sample Question 1: Basic Math

Question: A customer purchases four items priced at \$8.99, \$14.50, \$7.75, and \$10.00. What is the total amount before tax?

Answer:

$$\text{Total} = \$8.99 + \$14.50 + \$7.75 + \$10.00 = \$41.24$$

## **Sample Question 2: Change Calculation**

Question: The total for a customer's purchase is \$45.67, and they pay with a \$100 bill. How much change should you give?

Answer:

$$\text{Change} = \$100.00 - \$45.67 = \$54.33$$

## **Sample Question 3: Customer Service Scenario**

Question: A customer is dissatisfied with their purchase and wants a refund. They provide the receipt. What steps do you take?

Answer:

I would first thank the customer for bringing this to my attention, review the receipt to confirm the purchase, and then process the refund according to store policy. I would ensure to apologize for any inconvenience and ask if there is anything else I can assist them with.

## **Sample Question 4: Technical Skills**

Question: Describe how you would process a return in the POS system.

Answer:

I would access the return function in the POS system, scan the item being returned, and enter the reason for the return as required. Then, I would follow the prompts to confirm the return and process the refund to the customer's original payment method.

# Preparing for the Cashier Test

To excel in cashier tests, candidates should adopt specific strategies:

1. **Practice Basic Math:** Regular practice with addition, subtraction, and change calculations can build confidence.
2. **Familiarize with Product Knowledge:** Understanding the products sold in the store can significantly improve performance in tests.
3. **Role-Playing Customer Scenarios:** Practicing responses to various customer service scenarios can prepare candidates for real-life situations.
4. **Learn POS System Functions:** Familiarize yourself with the POS system, if possible, to feel more comfortable during the test.

## Conclusion

Cashier test questions and answers are vital in assessing a candidate's readiness for the cashier role. By focusing on basic math skills, product knowledge, customer service scenarios, and technical skills, candidates can prepare effectively for their assessments. Understanding the responsibilities of a cashier and practicing common test questions can significantly enhance a candidate's chances of success in securing a position. With thorough preparation and a positive attitude, aspiring cashiers can navigate their tests confidently and efficiently.

# Frequently Asked Questions

## What are common types of cashier test questions?

Common types include basic math problems, customer service scenarios, cash handling procedures, and questions about company policies.

## How can I prepare for a cashier test?

You can prepare by practicing basic math skills, familiarizing yourself with cash handling processes, and reviewing common customer service situations.

## What is a typical math question on a cashier test?

A typical question might be: 'If a customer buys three items priced at \$5.25 each, what is the total cost?'

## What should I do if I make a mistake during a cashier test?

If you make a mistake, stay calm, correct it if possible, and continue with the test. Focus on demonstrating your problem-solving skills.

## How important is customer service knowledge for a cashier test?

Customer service knowledge is very important, as it reflects your ability to interact positively with customers and handle various situations.

## Can online resources help with cashier test preparation?

Yes, there are many online resources, including practice tests, tutorials, and forums where you can find tips and sample questions.

## What is the best way to approach situational questions in a cashier

test?

The best approach is to think about the customer's perspective, demonstrate empathy, and choose solutions that align with company policies.

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