

# CRT Practice Test Questions and Answers

## 1. What is the goal of upselling?

- A) To confuse the customer.
- B) To offer irrelevant products.
- C) To increase value by recommending a premium option
- D) To reduce the number of items purchased.

## 2. How often should ID be checked?

- A) Once a month.
- B) For customers under 18.
- C) Only if asked by a manager.
- D) Every time for customers appearing under a certain age

## 3. What is one sign of a valid ID?

- A) Includes a hologram and clear birthdate
- B) Includes only the person's name.
- C) Is handwritten.
- D) Has no expiration date.

## 4. What is a planogram in retail operations?

- A) A visual diagram showing where products should be placed on shelves
- B) A customer loyalty program design document
- C) A financial planning spreadsheet template
- D) An employee shift scheduling system

**Answers: 1-C 2-D 3-A 4-A**

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