

Home Depot Assessment Practice Test Questions and Answers

1. A customer asks for help finding a specific tool but you're unfamiliar with it. What's the best approach?

- A) Tell them you don't know and walk away
- B) Guess where it might be located
- C) Ask a knowledgeable colleague or use store resources to help
- D) Suggest they look for it themselves

2. You notice a spill in aisle 7 while helping a customer. What should you do?

- A) Finish helping the customer first, then clean it later
- B) Immediately secure the area and call for cleanup
- C) Point it out to the next associate you see
- D) Ignore it since it's not your department

3. A customer wants to return an item without a receipt. What's your best response?

- A) Refuse the return immediately
- B) Explain the return policy and offer alternative solutions
- C) Accept the return without question
- D) Tell them to come back with a receipt

4. During peak hours, you're assigned to multiple departments. How do you manage effectively?

- A) Stay in one department all day
- B) Prioritize tasks and communicate with team members
- C) Only help customers in your main department
- D) Ask to be reassigned to one department only

Answers: 1-C 2-B 3-B 4-B

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