



Australian Government

A U S T R A L I A N
A P P R E N T I C E S H I P S

Your Life. Your Career. Your Future.

Retail Services

Practice Aptitude Quiz

Practice Aptitude Quiz

Part 1: About this quiz

Use this quiz to prepare for an Apprenticeship in Retail Services

This quiz:

- Is NOT a formal assessment tool or pre-requisite for any job application
- Shows key learning standards for the Retail Services industry
- Has been developed with the help of industry leaders, TAFE and high schools

Quiz details

This quiz will:

- Take approximately 60 minutes to complete
- Ask you numeracy and literacy questions specific to the Retail Services industry
- Assess your literacy and numeracy at a Year 11 standard
- Allow you to use a calculator
- Share correct answers at the end

Who should take this quiz?

You should complete this quiz if you:

- Are thinking about starting an Apprenticeship in the Retail Services industry
- Want to practise for a formal aptitude test

Need help with your literacy and numeracy skills?

If you want to improve your literacy and numeracy skills, reach out to any of the below:

- Australian Apprenticeship Support Network providers
- Your Registered Training Organisation when you start training
- Reading Writing Hotline:
1300 655 506
www.readingwritinghotline.edu.au
- Careers advisers and your teachers (if you're in high school)

More information about the Retail Services industry

Visit www.yourcareer.gov.au/industries/h/accommodation-and-food-services

On this page you'll be able to:

- See the most popular Retail Services industry occupations
- Get general information and statistics about the industry
- Search for Retail Services industry courses

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How to use this quiz

This is an interactive form that can be filled out on your computer.

You can either:

- Fill it out on your computer; OR
- Print it out; OR
- Write your answers down on paper as you go.

Use the answers section at the end of the quiz to see how you went.

How to complete this quiz on your computer

1. Download and save the quiz onto your computer
2. Open the file from your computer
3. Fill in the form using a keyboard and mouse

Practice Aptitude Quiz

Part 2: The Quiz

Section 1: Language and Literacy

1. Put the following words in alphabetical order:

Menswear

Hardware

Garden supplies

Stationery

Women's clothing

Children's wear

Boy's wear

Travel goods

Fine foods

Sporting goods

2. The following SMS text has six errors in the spelling or punctuation. Identify the errors and write the six words without the errors in the table below:

I am not abel to work my morning shift next Thursday as I have an apointment with the docter. i will be able to do the late shift that day if you want me to swap with sumone elze.

| | |
|----|----|
| 1. | 2. |
| 3. | 4. |
| 5. | 6. |

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- d. What did the salesperson say that convinced Ben to purchase the picture frame?
- e. What might the salesperson have said to Ben so he did not feel so embarrassed when his transaction was declined by the bank?

4. Read the following information and then answer the questions that follow:

| Invoice | | | | |
|---|-----------|--|---------------------|------------------|
| Date: 12.4.11 | | Delivery Note No: 897-3098 | | |
| Manufacturer: United Bulk Supplies 87 Rochdale Road Rochdale QLD 4123 | | Stock to be delivered to: James Supermarkets 985 Woodend Drive Mascot NSW 2020 | | |
| Stock details | | | | |
| Stock Item | Quantity | Items per carton | Cost price per item | Total cost price |
| 250g can of Baked Beans | 2 cartons | 20 cans per carton | \$1.65 | \$66.00 |
| 125g can of Evaporated Milk | 5 cartons | 40 cans per carton | \$1.60 | \$320.00 |
| Cost of goods | | | | \$386.00 |
| Delivery and handling | | | | \$40 |
| Total | | | | \$426.00 |
| Goods and Services Tax (GST) of 10% | | | | \$42.60 |
| Total of order including GST: | | | | \$468.60 |

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- a. What is the date on this invoice?

- b. What is the name of the manufacturer who is sending this invoice?

- c. How much does the order for baked beans cost?

- d. What is the total cost of this order?

5. Read the following information and then answer the questions that follow:

| Safe Lifting Procedures |
|---|
| It is important that staff lift and move stock safely. |
| Always follow the procedure below: |
| <ul style="list-style-type: none">• Before you lift anything, assess the load so you know if it is heavy• Get close to the load so you do not have to reach out to pick up• Have your feet well balanced so you do not overbalance• Lower your body without bending your back• Get a firm grip with both hands so the load does not slip• Lift using your leg muscles so you do not strain your back <p style="text-align: center;">If you are unsure how to lift any load, speak to your supervisor immediately for assistance.</p> |

- a. Why do you need to get close to the load before picking it up?

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b. Is the woman in the picture lifting safely according to the procedure? Why or why not?



c. What should staff do if they are not sure about how to lift a load?

6. Using the list below, match the department name with the stock that it is most likely to sell:




- | | | |
|---------------|---------------|-------------|
| Underwear | Nappies | Lipstick |
| Dinner Plates | Fishing line | Towels |
| Writing pad | Business Suit | Light bulbs |

(There are extra items in the list of stock, so two words will be left over)

| Department name | Merchandise it is most likely to sell |
|-----------------|---------------------------------------|
| Sporting goods | |
| Baby wear | |
| Stationery | |
| Manchester | |
| Lingerie | |
| Electrical | |
| Home wares | |

Practice Aptitude Quiz


7. A customer telephones a store and asks to buy one of the hairdryers shown in the advertisement below:

| Airflow hairdryers \$49.99 | |
|--|---|
|  <p>With...</p>  <p>OR</p>  | <p>Available in:</p> <ul style="list-style-type: none">• Black or White• Fixed handle or fold-up handle for travelling <p>Free brush with every hairdryer purchase:</p> <ul style="list-style-type: none">• Choose from either a round or a flat brush |

- What three details about the product would the sales person need to find out from the customer, so the correct hairdryer and free product can be organised?
- The customer was sent the wrong hairdryer and rang the store to complain. What could the sales assistant say to the customer to apologise and try and fix the problem?
- The complaining customer became very abusive and rude. What could the sales assistant do, if they did not feel able to deal with the situation?

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8. The box for the illustrated shirt carries the following information:

| | |
|--|---|
|  An illustration of a rectangular box containing a long-sleeved shirt and a striped tie. The shirt is folded and the tie is placed on top of it. The box is shown from a three-quarter perspective. | <p>Product details:</p> <ul style="list-style-type: none">• Made from polyester fabric• Long sleeve with buttoned cuffs• Complimentary striped tie <p>Care instructions:</p> <ul style="list-style-type: none">• Do not wash in hot water, use cold or warm water• Do not tumble dry, hang in the shade• Iron with a cool iron <p>Safety instructions:</p> <ul style="list-style-type: none">• Do not leave plastic packet within reach of children or a suffocation hazard may occur. |
|--|---|

a. What care instructions should the sales person tell customers about how to wash the shirt?

b. What safety instruction should the sales person tell the customer?

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9. Match the words below with the matching sign or abbreviation in the table below:
(there are two more words than you need to use, so two words will be left over)

| | | | |
|--------|----------|-------------|--------|
| Height | Discount | Temperature | Weight |
| | Distance | Money | Speed |

| Sign or abbreviation: | Matching word: |
|-----------------------|----------------|
| kg | |
| km/hr | |
| °C | |
| km | |
| \$ | |

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10. A staff member is asked to count some stock in the Electrical Department and write down the stock Code Number, the retail price and the number of stock items counted. The staff member counts the following stock. Write these details and the department name onto the stock take form printed below:

| | | |
|----------------------------|------------|---------------|
| Code Number L407B | 16 units | \$24.00 each |
| Code Number P4040S | 268 units | \$16.50 each |
| Code Number 9483XP | 8 units | \$122.99 each |
| Code Number 63829YN | 1354 units | \$4.25 each |

| Stock Take Form | | |
|------------------|--------------|----------------------|
| Department name: | | |
| Code Number | Retail Price | No. of Stocked Items |
| | | |
| | | |
| | | |
| | | |

Practice Aptitude Quiz

Section Two: Numeracy

Complete the following calculations with or without a calculator.

1. Complete the following calculations:

- a. $\$ 16.00 + \$ 27.00$
- b. $\$ 4.50 + \$ 0.48$
- c. $\$ 5.70 + \$ 3.60$
- d. $\$ 250.00 + \$ 63.20$
- e. $\$ 1250.00 + \$ 374.50$

2. Complete the following calculations:

- a. $\$ 160.00 - \$ 25.00$
- b. $\$ 48.50 - \$ 7.99$
- c. $\$ 18.45 - \$ 0.60$
- d. $\$ 188.50 - \$ 24.00$
- e. $\$ 1365.00 - \$ 225.00$

3. A sales person has to put new stock onto five empty shelves. Each shelf can hold twelve boxes of stock. How many boxes of stock will fit onto five shelves?

4. A retail employee has to stock the four register counters with shopping bags so the cashiers do not run out of bags later in the day. The box of shopping bags contains 480 bags, and they should all be used up. How many bags should be left at each register counter so they all have the same number of shopping bags?

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5. A storage container can hold a maximum of 50 kilograms in weight. Vicki wants to fill the container with potatoes which come in 6-kilogram bags. How many full bags will Vicki need to fill the container as close as possible to its maximum weight?
6. A customer buys a shirt which is missing a button, so the manager says that the customer can be given a 20% discount. What price should the customer be charged, if the original retail price is \$25.00?
7. Discount stock is on sale for 10% off the usual price. Jai is asked to change the price tickets so customers can see the new reduced prices. What price should he write on the following price tickets so they are 10% off the usual price?

| | | |
|--|--|---|
| Scones: \$4.00 per tray Reduced price: \$ _____ | Men's socks: \$18.00 per six pack Reduced price: \$ _____ | Garden furniture: \$260.00 per setting Reduced price: \$ _____ |
|--|--|---|

Practice Aptitude Quiz

8. Sofia buys some groceries that add up to \$36.40. She gives the cashier a \$50.00 note.

- a. How much change should Sofia receive?
- b. Using the change table below, what notes and coins could the cashier give back to the customer so it adds up to the correct change, and minimises the amount of coins the customer receives? Write your answer next to the options below:

| Notes and coins that are available | Number to give to the customer |
|------------------------------------|--------------------------------|
| \$20.00 note | |
| \$10.00 note | |
| \$5.00 note | |
| \$2.00 coin | |
| \$1.00 coin | |
| 50 cent coin | |
| 20 cent coin | |
| 10 cent coin | |
| 5 cent coin | |

9. Joel completed his four-hour shift on Thursday. His rate of pay is \$19.60 per hour and he is also paid an extra allowance of \$8.50 for working in the freezer store room. What is his total pay for his shift?

10. Potting Mix is sold in two different sized bags. What is the price per kilo for each bag? Round your answers to the nearest cent.

a. One bag contains three kilos for \$11.99 Price per kilo: _____

b. One bag contains five kilos for \$18.99 Price per kilo: _____

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ANSWERS

Section 1: Language and Literacy

1.

| |
|------------------|
| Boy's wear |
| Children's wear |
| Fine foods |
| Garden supplies |
| Hardware |
| Menswear |
| Sporting goods |
| Stationery |
| Travel goods |
| Women's clothing |

2. able, appointment, doctor, I, someone, else

3. a. The great window display.

b. Yes. The greeting was friendly and offered to assist Ben

c. He decided that the set of glasses was too expensive.

d. The sales assistant suggested that the picture frame was a longer-lasting gift as it would not break as easily as glassware, so his friend could appreciate it for many years.

e. The sales assistant should have responded politely and offered a solution such as: said that he shouldn't worry about the transaction failing and asked if he would like to pay cash instead.

4. a. 12.4.11 b. United Bulk Supplies c. \$66.00 d. \$468.60

5. a. So you do not have to reach out to pick it up.

b. No, she is not close to the load and she is not lifting using her leg muscles, so her back is bent.

c. Speak to their supervisor immediately for assistance.

6.

| Department name | Merchandise it is most likely to sell |
|-----------------|---------------------------------------|
| Sporting goods | Fishing line |
| Baby wear | Nappies |
| Stationery | Writing pad |
| Manchester | Towels |
| Lingerie | Underwear |
| Electrical | Light Bulb |
| Home wares | Dinner plates |

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7. a. 1. Which colour the customer wants—black or white.
 2. If the customer wants the fixed handle or the fold-up travelling handle.
 3. Which free brush the customer prefers - the flat-back or the round brush.
- b. They should have apologised for the mistake and offered a solution such as: “I am sorry for that mistake, I will send you the correct item today.”
- c. They should have a strategy to deal with the customer when they recognised that they could not manage the situation. This could be to refer the customer to his manager by saying: “I am sorry that you are so upset, I’ll get my manager right now.”
8. a. Do not wash with hot water; use cold or warm water
 b. Not to leave the plastic bag within the reach of a child or a suffocation hazard may occur

9.

| Sign or abbreviation | Matching word |
|----------------------|---------------|
| kg | Weight |
| km/hr | Speed |
| °C | Temperature |
| km | Distance |
| \$ | Money |

10.

| Code Number | Retail Price | No. of stock items |
|-------------|--------------|--------------------|
| L407B | \$24.00 | 16 |
| P4040S | \$16.50 | 268 |
| 9483XP | \$122.99 | 8 |
| 63829YN | \$4.25 | 1354 |

Section Two: Numeracy

1. a. \$43.00 b. \$4.98 c. \$9.30 d. \$313.20 e. \$1624.50
2. a. \$135.00 b. \$40.51 c. \$17.85 d. \$164.50 e. \$1140.00
3. 60 boxes
4. 120 bags
5. 8 full bags will fill the container as close as possible to its maximum weight.
6. \$20.00
7. Scones = \$3.60 Men’s socks = \$16.20 Garden furniture = \$234

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8. a. \$13.60

b.

| Notes and coins that are available | Amount to give the customer |
|------------------------------------|-----------------------------|
| \$20.00 | |
| \$10.00 | 1 |
| \$5.00 | |
| \$2.00 | 1 |
| \$1.00 | 1 |
| 50 cent coin | 1 |
| 20 cent coin | |
| 10 cent coin | 1 |
| 5 cent coin | |

9. \$86.90

10. a. \$4.00 b. \$3.80