

**LEADERSHIP AUDIT QUIZ B**

Name: \_\_\_\_\_

After reading the content on the Intranet "Leadership Audit Section B," every associate must answer the following multiple-choice questions by circling the best answer (a., b., c., or d.). Please complete your name, title, associate #, and the date you are taking it at the bottom of the quiz. Then fax the completed questionnaire to LP 1-310-846-6306.

1. When is it acceptable to leave a Cash Drawer Envelope/Coin short of \$100?
  - a. The cash envelope/coin should always contain \$100.
  - b. If you are short for giving customer wrong change.
  - c. If you need to collect a spiff.
  - d. All the above.
2. Once you close your cash drawer, your Loan envelope should always?
  - a. Be put in the safe
  - b. Have sufficient change for the next day.
  - c. Be verified by a second associate and have both signatures on the envelope.
  - d. All the above.
3. When do you enter a Free Gift in the POS?
  - a. POS at the same time as the qualifying purchase.
  - b. At closing time.
  - c. When you realize you are short on free gifts and need to replenish your store.
  - d. All the above
4. When do you report a loss of merchandise or cash?
  - a. You do not need to report it; you may just turn in a Loss Report.
  - b. Within seven days of the loss.
  - c. Before the End of your work shift on the day when loss is discovered.
  - d. All the above.
5. When should the cash control chart be filled out?
  - a. Once a week.
  - b. If you do not have enough coverage, it is acceptable not to fill it out.
  - c. Each cashier should fill out their slot when they complete their shift every day.
  - d. All the above.
6. Where should your Key Contacts and Emergency Response Guide Flip chart be located?
  - a. In the store's designated file in the operations drawer.
  - b. On the wall in your backroom, next to the current years Legal Posting.
  - c. With the Store Manager at all times.
  - d. All the above.

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7. Merchandise/Spiff Control Report should be submitted by what date of each month?
- The 1<sup>st</sup> of the month.
  - The 5<sup>th</sup> of the month.
  - The 7<sup>th</sup> of the month
  - The 10<sup>th</sup> of the month.
8. What should be done with end of the month spiff logs and POS reports?
- Total the amount paid last month on each associate's spiff log page.
  - Compare each associate's log total with the total amount on the POS EOM Report.
  - File the white copy of the POS report with the log pages in Ops. Drawer
  - All the above.
9. What should be done to collect your spiff?
- A 113s should be printed out and attached to your spiff log.
  - The Manager/Keyholder (cashier) should verify and approve the log/report before the transaction.
  - Spiff logs should be thoroughly filled out before ringing through POS.
  - All the above.
10. What should be done to any customer-owned merchandise, special order, or repair that has not Been picked up in 45 days?
- Do nothing, and wait for the customer to pick up.
  - Send the item to SMC after 12 months.
  - Notate the item(s) on the merchandise spiff control report.
  - All the above.

Name# \_\_\_\_\_ Title: \_\_\_\_\_ Associate # \_\_\_\_\_ Date: \_\_\_\_\_