

True North Certification Practice Test (Sample)

Study Guide



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SAMPLE

Questions

- 1. What is the best method to determine coffee whole times?**
 - A. Estimate based on appearance**
 - B. Measure dispensed ounces and log brew schedules**
 - C. Inquire with other staff members**
 - D. Use customer feedback**
- 2. According to federal law, what is the minimum age required to ask for ID when purchasing tobacco products?**
 - A. 18 years of age**
 - B. 21 years of age**
 - C. 25 years of age**
 - D. 27 years of age**
- 3. What constitutes an emergency at a True North location?**
 - A. Any significant employee injury**
 - B. Loss of all power**
 - C. A 50% reduction in dispensary cooler/freezer functionality**
 - D. Unattended deliveries**
- 4. How should a CSR best handle a guest complaint?**
 - A. Ignore the complaint to avoid conflict**
 - B. Listen to the situation and offer a small gesture of goodwill**
 - C. Direct the guest to corporate immediately**
 - D. Argue with the guest to clarify the situation**
- 5. What is True North's policy regarding the sale of age-restricted products?**
 - A. Employees must check IDs for anyone under the age of 30**
 - B. Employees can sell to anyone over the age of 21**
 - C. Employees must check IDs for anyone under the age of 40**
 - D. Employees do not need to check IDs if the customer looks old enough**

- 6. How are promotions typically communicated to the staff?**
- A. Through staff meetings**
 - B. Via emails from merchandising**
 - C. Via postings on bulletin boards**
 - D. Through phone calls from management**
- 7. What is the purpose of the True North Ready process conducted every morning?**
- A. To review financial outcomes for the week**
 - B. To determine daily tasks and priorities**
 - C. To assess employee performance**
 - D. To conduct staff training sessions**
- 8. Which of the following is important to do when resolving a guest complaint?**
- A. Keep a record of complaints for management**
 - B. Make every effort to help the guest before they leave**
 - C. Ignore complaints to save time**
 - D. Let other employees handle it**
- 9. What type of shoes are required according to True North's uniform policy?**
- A. Open-toed shoes**
 - B. Sandals**
 - C. Close-toed shoes**
 - D. Flip flops**
- 10. Who must be notified regarding employee injuries, and within what timeframe?**
- A. Corporate, within 48 hours**
 - B. Payroll, within 24 hours**
 - C. Store manager, immediately**
 - D. HR department, within a week**

Answers

SAMPLE

1. B
2. B
3. C
4. B
5. C
6. B
7. B
8. B
9. C
10. B

SAMPLE

Explanations

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1. What is the best method to determine coffee hold times?

- A. Estimate based on appearance**
- B. Measure dispensed ounces and log brew schedules**
- C. Inquire with other staff members**
- D. Use customer feedback**

The most effective method to determine coffee hold times is to measure dispensed ounces and log brew schedules. This approach allows for precise tracking of how much coffee is prepared and consumed within a certain timeframe. By logging brew schedules and measuring the volume of coffee dispensed, it becomes easier to identify patterns in coffee consumption, such as peak hours and optimal brew times. This method provides a data-driven basis for managing coffee quality and ensuring that fresh coffee is served to customers, as it can help prevent the serving of coffee that has been held for too long. Additionally, it allows for adjustments to be made based on actual consumption rather than guesses or assumptions. Other methods, like estimating based on appearance or inquiring with staff, lack the objective accuracy that measuring and logging provide. Customer feedback can be valuable for assessing satisfaction, but it does not offer a reliable means of determining how long coffee has been held before being served. Therefore, using a systematic approach to measure and log brew schedules is the most reliable way to maintain coffee quality and ensure customer satisfaction.

2. According to federal law, what is the minimum age required to ask for ID when purchasing tobacco products?

- A. 18 years of age**
- B. 21 years of age**
- C. 25 years of age**
- D. 27 years of age**

The minimum age required to ask for ID when purchasing tobacco products is 21 years of age due to federal law changes enacted by the Tobacco 21 law. This law, which took effect in December 2019, raised the legal purchasing age for tobacco products from 18 to 21. This change was implemented to reduce youth access to tobacco products and mitigate the health risks associated with tobacco use, especially among younger populations. As a result, retailers are mandated to verify the age of customers purchasing tobacco products, ensuring that they are at least 21 years old. This regulation plays a vital role in public health initiatives aimed at reducing smoking rates and improving societal health outcomes.

3. What constitutes an emergency at a True North location?

- A. Any significant employee injury
- B. Loss of all power
- C. A 50% reduction in dispensary cooler/freezer functionality**
- D. Unattended deliveries

An emergency at a True North location is characterized by situations that can significantly impact operations, safety, or product integrity. A 50% reduction in dispensary cooler/freezer functionality falls squarely within this category because it directly affects the ability to maintain suitable storage conditions for temperature-sensitive products, which could lead to spoilage or compromised quality of inventory. Ensuring proper functionality of coolers and freezers is crucial for compliance with health regulations and to protect customer safety. While significant employee injury, loss of all power, and unattended deliveries can present serious situations, they may not all qualify as emergencies that require immediate intervention in terms of operational integrity as directly as a malfunction in temperature-controlled storage. For example, a significant employee injury would typically involve first aid and possibly emergency services but might not halt the entire operation. Similarly, loss of all power could lead to operational downtime, but if back-up systems are in place or the outage is temporary, the immediate repercussions might be mitigated. Unattended deliveries could pose logistical concerns but do not necessarily constitute an emergency requiring immediate action related to safety or product viability.

4. How should a CSR best handle a guest complaint?

- A. Ignore the complaint to avoid conflict
- B. Listen to the situation and offer a small gesture of goodwill**
- C. Direct the guest to corporate immediately
- D. Argue with the guest to clarify the situation

Listening to the situation and offering a small gesture of goodwill is the most effective approach to handling a guest complaint. This method allows the customer service representative (CSR) to fully understand the guest's concerns, which is crucial for providing a satisfactory resolution. By actively listening, the CSR demonstrates empathy and acknowledges the guest's feelings, which can help to de-escalate any tension. Moreover, offering a small gesture of goodwill can enhance the guest's experience and leave a positive impression, even if the initial complaint was problematic. This could be a simple gesture, such as a discount, a complimentary item, or another form of acknowledgment that shows the guest their concerns are valued. Such actions can foster loyalty and encourage guests to continue patronizing the business, reflecting the importance of customer service in maintaining positive relationships. In contrast, ignoring the complaint can lead to further dissatisfaction and may result in negative word-of-mouth. Directing the guest to corporate immediately removes the personal touch needed to resolve the issue effectively. Arguing with the guest can exacerbate the situation, making it less likely for the guest to feel heard or resolved. Hence, being actively engaged and responsive, paired with a thoughtful gesture, is the best practice for handling guest complaints.

5. What is True North's policy regarding the sale of age-restricted products?
- A. Employees must check IDs for anyone under the age of 30
 - B. Employees can sell to anyone over the age of 21
 - C. Employees must check IDs for anyone under the age of 40**
 - D. Employees do not need to check IDs if the customer looks old enough

True North's policy emphasizes the importance of verifying the age of customers purchasing age-restricted products. By requiring employees to check IDs for anyone under the age of 40, the policy is designed to ensure compliance with regulations that guard against the sale of these products to underage individuals. This approach goes beyond simply checking for those under the age of 21, which is often the minimum legal age for such sales. By establishing a higher threshold for ID verification, the policy provides an additional layer of protection, reducing the risk of inadvertently selling to someone who may not be legally permitted to purchase age-restricted items. This rigorous checking system demonstrates a commitment to responsible retailing and adherence to applicable laws.

6. How are promotions typically communicated to the staff?
- A. Through staff meetings
 - B. Via emails from merchandising**
 - C. Via postings on bulletin boards
 - D. Through phone calls from management

Promotions are typically communicated to the staff through emails from merchandising because this method allows for a direct and formal announcement that can be easily documented and referenced later. Email communication is efficient and can reach all staff members simultaneously, ensuring that everyone receives the same information at the same time. This medium also allows for the inclusion of detailed information such as promotional specifics, scheduled dates, and any action items that staff may need to follow up on. Additionally, emails can include attachments and links for further resources, providing a comprehensive understanding of the promotion. While staff meetings, bulletin boards, and phone calls are also valid methods of communication, they tend to be less efficient for conveying detailed or extensive information, particularly in larger organizations where not everyone may be present at a meeting or may not see the bulletin board regularly.

7. What is the purpose of the True North Ready process conducted every morning?

- A. To review financial outcomes for the week**
- B. To determine daily tasks and priorities**
- C. To assess employee performance**
- D. To conduct staff training sessions**

The True North Ready process conducted every morning is focused on determining daily tasks and priorities. This practice is vital in a professional environment as it aligns team efforts with the overall goals and objectives of the organization. By having a daily touchpoint where tasks are identified and prioritized, teams can ensure that they are focused on the most critical activities that drive progress and success for the day. This habitual process fosters clear communication among team members, sets expectations, and promotes accountability for advancing key initiatives. In contrast, reviewing financial outcomes would typically occur on a less frequent basis, focusing on broader performance metrics rather than day-to-day operational tasks. Assessing employee performance is also more periodic and is not a primary focus of daily procedures. Conducting staff training sessions is generally scheduled separately and not part of the daily process aimed at immediate task management. Thus, the emphasis on daily task determination is what makes the True North Ready process essential for effective team functioning.

8. Which of the following is important to do when resolving a guest complaint?

- A. Keep a record of complaints for management**
- B. Make every effort to help the guest before they leave**
- C. Ignore complaints to save time**
- D. Let other employees handle it**

Making every effort to help the guest before they leave is crucial in resolving a guest complaint. This approach fosters a positive experience, even when issues arise. By actively engaging with the guest, listening to their concerns, and taking appropriate actions to remedy the situation, the establishment demonstrates a commitment to customer service. When guests feel that their issues are being addressed, it enhances their trust in the brand and increases the likelihood of their return. Resolving complaints effectively can also generate positive word-of-mouth referrals, which is valuable for any business. A proactive attitude in addressing complaints can lead to greater guest satisfaction, ultimately contributing to better customer loyalty and retention. While keeping a record of complaints can be beneficial for future reference and management insights, the immediate focus during a guest's interaction is to resolve their issue promptly and satisfactorily to ensure they leave with a positive impression. Ignoring complaints or passing them onto other employees without personal involvement can damage the guest's experience and reflect poorly on the service provided.

9. What type of shoes are required according to True North's uniform policy?

- A. Open-toed shoes**
- B. Sandals**
- C. Close-toed shoes**
- D. Flip flops**

Close-toed shoes are required according to True North's uniform policy primarily for safety and professionalism. Wearing close-toed shoes helps to protect the feet from potential injuries, such as stubbed toes or contact with sharp objects, particularly in environments where safety is a concern. This dress code also promotes a more polished and cohesive appearance among employees, maintaining the company's standard of professionalism. In contrast, open-toed shoes, sandals, and flip-flops do not provide the same level of foot protection and are generally considered less formal, which does not align with the aesthetic and safety expectations set by True North. Thus, the choice of close-toed shoes supports both a secure working environment and a professional appearance.

10. Who must be notified regarding employee injuries, and within what timeframe?

- A. Corporate, within 48 hours**
- B. Payroll, within 24 hours**
- C. Store manager, immediately**
- D. HR department, within a week**

The appropriate party to notify regarding employee injuries is typically the HR department, as they are responsible for managing employee welfare and ensuring compliance with workplace safety regulations. Notifying HR promptly allows them to initiate necessary procedures, which may include documenting the injury, investigating the circumstances, and potentially filing reports with relevant authorities, such as workers' compensation. Timely notification is crucial, as delays can impact the treatment and support an injured employee receives, as well as the organization's ability to fulfill its legal obligations and maintain workplace safety standards. The standard timeframe for notifying the HR department is usually within 24 hours of the incident to ensure that all necessary actions can be taken swiftly. In contrast, different departments, such as payroll or corporate, may have specific responsibilities that don't directly involve immediate injury reporting. Furthermore, while notifying a store manager immediately may seem urgent, the requirement for formal reporting typically falls to HR, which has the expertise to handle such matters appropriately.