

**RCA GRASS VALLEY COLLECTOR QUIZ**

Name: Email Address: Phone Number:

1. True or False: In responding to a frustrated customer's question, it's a good idea to immediately offer a solution.

2. Fill in the blank with the appropriate form of the verb "to be.

" A few years ago, this monitor was new and these laptops \_\_\_\_\_ the latest technology.

3. In a database or spreadsheet, how do you know how many pages or sheets you have open?

4. How much interest is accruing on a $283 bill at 10% per anum?

5. What does HIPPA stand for?

6. If you are unable to reach someone by email, what other methods could you use?

7. What does HIPPA prevent you from doing on the job?

8. If a customer says they would like to talk at another time, what would you do?

9. Jessica bought a dress that was originally $68.00. The sales tax is 8.5% but she had a 20% off coupon. How much did Jessica pay for the dress?

10. A client offers $350,000 for a house and he is applying for a loan in which his down payment is 3.5%. How much is his down payment? How much is his loan amount?

**When you complete this quiz, attach it to an email and send it to: ourjobsatrca@gmail.com**