

New Cashier Quiz

This quiz will test your knowledge of the Vermont WIC program and cashier procedures based on the training. Good Luck!



01 What does WIC stand for?

- A. Women, Infants, and Citizens
- B. Wellness for Infant and Children
- C. Women, Infants, and Children
- D. Worldwide Infants and Citizens

02 According to the training, what is the first step in a WIC transaction?

- A. Ask the customer if they are paying with WIC
- B. Swipe the WIC card
- C. Ask to see the customer's photo ID
- D. Scan each item

03 Which of the following is an example of a WIC-approved 'whole grain'?

- A. Rice noodles
- B. Brown rice
- C. White flour tortillas
- D. White bread

04 What is the term for a set amount of money on the WIC card used for items like fresh fruits and vegetables?

- A. Cash-only allowance
- B. Produce budget
- C. Cash Value Benefit
- D. Food Benefit Voucher

05 Why should cashiers avoid saying 'WIC' aloud during a transaction?

- A. It can confuse the customer
- B. To protect customer privacy
- C. It is a violation of store policy
- D. Only the manager is allowed to say 'WIC'

06 What is an alternative term for a 'WIC card' that a cashier can use?

- A. Gift Card
- B. Gold Card
- C. Green & Gold Card
- D. Grocery Card

07 What is the customer's role after the cashier gives them the two printed receipts?

- A. To pay with cash
- B. To pay the full amount
- C. To sign the receipts
- D. To review the receipts and approve the transaction

08 What should a cashier do if a WIC item doesn't go through and the customer is confused?

- A. Ask the customer for their PIN again
- B. Tell the customer that they cannot purchase the item
- C. Help identify a potential issue and offer solutions
- D. Suggest the customer go to another store

09 After the customer reviews the receipts and taps 'yes,' what is the next step?

- A. The final balance appears, and the customer pays the remaining amount
- B. The cashier asks for a photo ID
- C. The cashier gives the customer their groceries
- D. The transaction is complete, customer can leave

10 Customers can identify WIC approved items by using the following.

- A. VT WIC Foods and Shopping Guide
- B. Shelf Tags
- C. WIC Shopper App
- D. All of the Above

You've got this. Now you're ready to confidently and respectfully help WIC shoppers.

Answer key: 01.C 02.D 03.B 04.C 05.B 06.B 07.D 08.C 09.A 10.D