Vermont WIC Grocer Training – Post Quizzes

Name: 
Date: 

Module 1: Vermont WIC and Grocers

1. The Vermont WIC program provides:
   A. Nutrition and health counseling and education
   B. Breastfeeding Support
   C. Referrals to health and other programs
   D. Healthy Foods
   E. All of the above

2. What is something WIC grocers must do?
   A. Ensure the minimum WIC inventory is always available
   B. Keep UPC data current
   C. Train staff how to properly conduct transactions
   D. Provide excellent customer service
   E. Report problems to WIC
   F. All of the above.

3. TRUE/FALSE: The grocer is responsible for moving the shelf tags with the products during a store reset.

Module 2: Know the WIC Foods

1. What size of whole wheat bread is WIC-Approved?
   A. 1 lb. (16 oz)
   B. 1 lb. 4 oz (20 oz)
   C. 1 lb. 8 oz (24 oz)

2. What type of yogurt is allowed on WIC?
   A. Only whole fat yogurt is allowed on WIC
   B. Only low-fat or nonfat is allowed on WIC
   C. Both are allowed on WIC, but it depends what is listed on the shopper’s food benefit list/balance inquiry

3. Which of these foods is NOT WIC-approved?
   A. Organic fruits and vegetables
   B. Organic brown rice
   C. Organic eggs, cheese and milk
   D. Organic beans, lentils and peas
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Module 3: Provide Excellent Customer Service
1. TRUE/FALSE: WIC customers may receive sales/promotions such as buy 1 get one free promotions, savings cards or coupons.

2. Grocers and staff are responsible for:
   a. Respecting customers’ confidentiality by not mentioning the word WIC during the transaction.
   b. Keeping up with training for every staff member throughout the year.
   c. Treating all customers equally and with respect.
   d. All of the above.

Module 4: Process Transactions
1. WIC differs from SNAP EBT in which ways...
   a. WIC benefits never expire
   b. Returned WIC foods cannot be exchanged for a refund, only for the exact item (if allowed)
   c. There is no manual voucher if eWIC system is down
   d. Only B and C

2. What should I do if a WIC customer attempts to buy a non-WIC approved item?
   a. Explain the item is not WIC-approved and show WIC Food Guide, if appropriate.
   b. Ask participant if they’d like to use another method of payment or not purchase the item.
   c. Both A & B

Module 5: Monitoring and Compliance
1. TRUE/FALSE: WIC penalties affect only WIC participation.

2. I should notify WIC 30 days prior to...
   a. New ownership of store or store closing
   b. A new cashier is hired
   c. The name or address of store changes
   d. Only A and C