



Tourism Retail Sales Associate

CERTIFICATION

TOURISM RETAIL SALES ASSOCIATE

A Retail Sales Associate represents a company by providing exceptional service and by selling products and services in order to meet customer's wants and needs.

DISTRIBUTION OF EXAM QUESTIONS

The Retail Sales Associate exam has 100 questions, and is based on the following breakdown, by Major Category from the occupational standards.

Standards Major Category	Average # of Exam Items
A. Be Professional	20
B. Provide Customer Service	40
C. Monitor Inventory	5
D. Maintain Appearance of Department/Store	20
E. Protect Company Assets	15

PERFORMANCE EVALUATION

Conducted by a qualified "mystery guest" that observes the candidate on the job.

REQUIRED EXPERIENCE

600 qualified hours prior to the performance evaluation.

PREREQUISITES

None.

SAMPLE QUESTIONS

Q1. Which of the following is the best way to maintain store security and prevent theft?

1. Check or scrutinize items that could contain unpaid products.
2. Make sure the store has appropriate amounts of theft insurance.
3. Refuse entry to people who are shopping in groups of three or more.
4. Verify that all credit cards used for customer purchases have sufficient spending limits.

Q2. The Retail Sales Associate strives to be alert, courteous, and flexible. These qualities are examples of which one of the following attributes?

1. Ambition.
2. Dedication.
3. Experience.
4. Professionalism.

Q3. Which of the following should be a primary goal for the Retail Sales Associate when speaking on the telephone with a customer?

1. To obtain demographic information from the customer.
2. To bring the customer to the store.
3. To provide product information to the customer.
4. To promote customer loyalty.

Q4. Martin, a Retail Sales Associate, encloses some free samples with a customer's purchase. Which of the following is an example of the skill Martin is demonstrating?

1. Packaging the product.
2. Presenting the product.
3. Offering related products.
4. Maximizing the sale.

Answer Key: 1,4,2,1

EARNING A PROFESSIONAL CREDENTIAL

emerit certification is a professional credential recognized by tourism employers across Canada.

Certification is a demonstration of competency, which means that Certified Professionals meet job standards set by industry.

To become certified, individuals must:

- pass a knowledge exam;
- pass a practical evaluation of performance; and
- have the required experience

Earning this important credential means that you will be recognized as a leading professional in your industry.

By achieving **emerit** certification you earn the right to display your professional designations on business cards and résumés. As a frontline employee, you're eligible for the Tourism Certified Professional (TCP) designation. As a Supervisor you can achieve the Tourism Certified Supervisor (TCS) designation and as a Manager, you are eligible for the Tourism Certified Manager (TCM) designation.

OPPORTUNITIES AND OPTIONS

emerit certification recognizes training from many programs and takes into account your past experience and knowledge already gained on the job. That means you don't have to start from scratch. You can enter the **emerit** certification process at many points, depending on your current knowledge and experience, allowing you to tailor a program that meets your needs.

CALL YOUR LOCAL CERTIFYING ORGANIZATION: 1 800 486-9158

ABOUT THE EXAM

Your Choice

The exams are in a multiple-choice format. Exams can be written in either English or French (some exceptions apply), and are available on-line (scheduled at your convenience) or paper-based (scheduled according to set exam dates).

To book an exam date, call your local certifying organization or book it on-line by going to: www.emerit.ca.

To cancel or make a change to your scheduled exam date, call your local certifying organization. A cancellation fee may apply.

Preparing for the Exam

Exams are based on occupational standards set for the occupation. Before writing the exam, you should spend time reviewing these standards. Identify your weakest areas or situations that you have not been exposed to, and attempt to gain more knowledge and experience in those areas.

Optional on-line practice exams are available for many occupations. Available at a minimal cost, these exams will give you immediate results that will help you:

- decide if you're ready to write the knowledge exam; and
- feel less nervous because you experience what it feels like to write an exam that is much like the real thing.

Study Materials

Optional training materials are available for most programs. Developed and tested by tourism sector employees, employers and educators from across Canada, these national training materials are based on occupational standards and can help you prepare for Professional Certification.

Find out more about the training materials by contacting your local certification coordinator, or see examples on-line at www.emerit.ca.

The Day of the Exam

The exam is supervised by a proctor. Make sure to bring a piece of photo identification, as the proctor will need it for verification.

The exam will start on time. Individuals that arrive late may be asked to reschedule; it is otherwise disruptive to other candidates.

For paper-and-pencil exams you'll be given an Examination Booklet with all of the required information. For on-line exams you'll be provided with Internet access and personal log-in information. If support or reference material is required, it will be supplied.

You will be given ample time to write the exam. (Most candidates will take 2 to 3 hours to write the exam.)

The Exam Passing Mark

Each exam has a unique passing score. This is because exams are built by assembling a random group of questions from a larger bank of questions. Each question has been reviewed and rated by an expert industry committee. Since each exam will be made up of a different mix of questions, the passing score will vary. Typically, the passing score will range between 65% and 85%.

Scoring

All exams are computer scored and verified. Scores within a few points of the passing mark are automatically verified and hand scored for accuracy. Your local certifying organization will contact you with the results.

What if You Do Not Pass?

You may re-write the exam as often as needed. A re-write fee may apply.

Candidates have the right to appeal examination scores. In these cases, the appeal is filed in writing within 30 days after receiving the results.

ABOUT THE PERFORMANCE EVALUATION

The performance evaluation is a test of your skill on the job. The test is based on a selected range of skills from the standards, and may be in one of the following forms:

- In-person Observation (may be incognito)
- Structured Interview/ Simulations;
- Case Study; or
- Portfolio

The Self-Review or Supervisor Sign-off Checklist will help you prepare. It contains all of the potential skills you may be tested against. Ideally your supervisor will assist you in ranking the skills listed on this checklist. Once you have mastered all of the skills, then your supervisor signs off this checklist indicating that you are ready for the formal evaluation.

REQUIRED EXPERIENCE

You will need to supply a record of relevant work experience to show that the requirements are met. Backup records (such as pay stubs or letters from employers) may be requested in order to verify the records. This information is supplied to your local certifying organization.

Qualified experience must relate to the skills as defined in the Occupational Standards.

PREREQUISITES

For some certification programs candidates may be required to meet additional conditions in order to qualify. These conditions usually refer to practices concerning health or safety. For example, candidates may be required to show they have completed a program such as basic first aid, gun safety, handling food safely or responsible beverage service.

Documentation that shows evidence of completion of these prerequisites is supplied to your local certifying organization.



emerit certification credentials are awarded to candidates based solely on achieving successful pass results on the certification knowledge and performance examinations and on having met the specified experience criteria and prerequisites. The examinations follow generally accepted testing principles. **emerit** guidelines for certification focus solely on recognizing achievements, knowledge, and skills, rather than on, for example, predicting future job performance. **emerit** certification is voluntary.