

## 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. What type of Infant food is **not** allowed on WIC?
  - A. Organic infant cereal
  - B. 4 oz Infant fruits
  - C. Infant "pouches"
  - D. Variety Packs

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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