

Walmart Assessment Practice Test Questions and Answers

1. A customer complains that an item they purchased is defective. What should you do first?

- A) Tell them it's not your responsibility
- B) Listen to their concern and apologize for the inconvenience
- C) Immediately offer a full refund
- D) Ask them to speak to a manager

2. You notice a spill in the aisle while helping a customer. What is the best course of action?

- A) Finish helping the customer first, then clean it later
- B) Immediately secure the area and call for cleanup
- C) Clean it yourself quickly while the customer waits
- D) Put up a wet floor sign and continue with your task

3. A team member asks for your help during your break. How should you respond?

- A) Tell them you're on break and can't help
- B) Help them while explaining you're on break
- C) Offer to help them after your break ends
- D) Ignore their request

4. What demonstrates excellent customer service at Walmart?

- A) Processing transactions as quickly as possible
- B) Being friendly, helpful, and going the extra mile for customers
- C) Following company policies strictly without exceptions
- D) Focusing only on your assigned tasks

Answers: 1-B 2-B 3-C 4-B

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