

Date _____

Consultant

I certify I personally answered each question and understand each answer

Name _____ Code _____

Signature _____

Leader

Name _____ Code _____

Signature _____

1. **Which of the following health related claims can be made in connection with the sale of Rena Ware cookware?**
 - a. Rena Ware will help to cure diabetes, cancer, heart disease, and other illnesses.
 - b. Rena Ware is designed for “water-less” cooking. “Water-less” cooking is healthy cooking because little added fats or oils are required and some foods retain more of certain nutrients than other cooking methods. Healthy delicious meals are a part of a healthy lifestyle.
 - c. Cooking in Rena Ware will make you healthy, simply by using the cookware on a regular basis.
2. **When is it permissible to say that using cookware other than Rena Ware will release metal pieces or other contaminants into food?**
 - a. If closing the sale means you win a contest.
 - b. When the customer is reluctant to sign the contract.
 - c. Never. Such statements are untrue and are not part of the Rena Ware sales presentation.
3. **Saying that a competitor’s cookware is made from recycled tires is:**
 - a. A key sales point.
 - b. Not true and illegal.
4. **Can you tell a potential customer that he or she will save money on food when using Rena Ware utensils?**
 - a. No, because it is not true, misleading, and unethical.
 - b. Yes, if the prospect asks me directly.
5. **Saying that cooking with Rena Ware cookware will extract hormones from meat or poultry is:**
 - a. A good sales method.
 - b. Untrue, unethical, and unlawful.
6. **When should you state or imply that eating foods made using Rena Ware cookware will remove contaminants from the body?**
 - a. At the end of the cookware presentation.
 - b. You should not make any such claims. It is false and illegal.
 - c. If the customer tells you they have a health problem.
7. **Is it true and permissible to link the use of aluminum utensils to Alzheimer’s disease?**
 - a. It is neither true, nor permissible to do so. This notion has been rejected by the scientific community.
 - b. Only if the customer uses aluminum utensils.
 - c. Yes, if the customer is concerned about Alzheimer’s.
8. **Saying that doctors recommend cooking with stainless steel is:**
 - a. Not permitted and not a part of the Rena Ware sales demonstration.
 - b. A good sales method.
 - c. Appropriate only to close a sale.
9. **When talking about the benefits of Rena Ware, is it ever permissible to say that using Rena Ware cookware, water filters, or other products will cure or treat cancer, diabetes, or any other disease?**
 - a. Only if necessary to close the sale.
 - b. Absolutely never because it is not true, misleading, unethical and unlawful.
 - c. Only if the prospect asks questions about it.

- 10. Is it true and permissible to say Teflon® (or other non-stick materials) can cause lead poisoning or other diseases?**
- Yes, this is a well-known fact that I saw on the Internet.
 - It is not true and not permissible to say this. This is not a part of the Rena Ware sales presentation.
 - You can say it if you believe it.
- 10. When should you perform a test to see if your customer's tap water is contaminated?**
- It is prohibited to perform any test on a customer's tap water.
 - You should only perform a test when asked by the customer.
 - You should perform the test as soon as possible after entering the customer's home.
- 12. At what time is it OK to suggest that contaminants removed by a Rena Ware water filter are present in a Customer's tap water?**
- During the water filter presentation.
 - After the customer signs the contract.
 - You should not state or imply that the contaminants that can be removed by a Rena Ware water filter are present in the customer's tap water.
- 13. Does adding chlorine in the treatment of municipally treated tap water make the water unsafe to drink?**
- Chlorine added in the treatment of municipally treated tap water does not make the water unsafe to drink and you must not state or imply that it does.
 - Chlorine added in the treatment of municipally treated tap water makes it unsafe for certain people who are sensitive to chemicals.
- 14. What do you need to disclose when approaching a potential customer to book an appointment?**
- Tell who you are, why you are approaching them, what company you represent, and what products you are selling.
 - Give them your name, but do not identify the purpose of your contact.
 - You do not need to identify yourself or the purpose of your contact.
- 14a. (For California Consultants) In California, when do you need to identify yourself and explain that the purpose of your contact is to make a Rena Ware presentation?**
- Upon arriving at the prospect's house to make a presentation.
 - Immediately after greeting a prospect before asking any other questions or saying anything else.
 - You do not need to identify yourself or the purpose of your contact.
- 15. Which of the following statements about offering after-sale service to previous Rena Ware customers is true?**
- If you offer to service or repair Rena Ware products, you must perform the services offered. The offer of service cannot be used solely as a pretext to sell more products.
 - Offering to repair or service products of previous Rena Ware customers is a great way to get into the home to make a new demonstration. There is no need to worry about actually giving the service: just get in the door and go to work to make the sale.
 - You are not allowed to service the products of previous customers.
- 16. To supplement the sales presentation, you may:**
- Create your own sales materials to help sell the products.
 - Use negative information you find on the Internet or from other sources such as television. to scare your prospects about products they are currently using.
 - Use only company provided materials.
- 17. Door knocking is permitted at what time of day or night?**
- Any time you find the customer at home.
 - Only from sun up to sun down.
 - The hours when door knocking is permitted varies by state, county, and city; you must check the ordinance for the neighborhood you are visiting.
- 18. What is the warranty on Rena Ware products?**
- All products carry a lifetime warranty.
 - It depends whether the customer threatens to call consumer protection.
 - Rena Ware cookware sets are warranted for the lifetime of the original purchaser against defects in materials and workmanship, other Rena Ware products have warranties ranging from one to ten years.

19. **When is it permissible to exaggerate prices, quote pricing for special offers that do not exist (or for which the customer may not qualify), offer a product for free, or claim a price is for “today only” when it is not?**
- When you want to build up the price expectations in the customers’ mind.
 - When you need to use a sense of urgency to close a sale.
 - Never, because it is misleading, unethical, and illegal.
20. **When should you explain any conditions a customer must fulfill to receive a gift offered in exchange for hosting or participating in a sales presentation?**
- You must explain any conditions when you first mention the gift.
 - You should wait to explain any conditions until after the customer agrees to see a presentation.
21. **In order to close a sale can you promise the customer that they will receive a discount or other benefit only if someone they refer to you also purchases Rena Ware products?**
- Yes, if it improves your closing ratio.
 - Yes, but only at the close of a bonus period.
 - No, the offer made to the customer cannot depend on any future event.
22. **When writing a customer order, when do you need to advise them of the three-day cancellation policy?**
- Orally, at the time of signing the contract or before.
 - Advise them only if they ask about it.
 - You don’t need to tell them; only give them their copy.
23. **By law, what do you need to give to your customer after signing a customer order?**
- Two copies of the contract with the cancellation date clearly written in.
 - One copy of the contract with the cancellation date open.
 - You don’t need to give them any copies.
24. **Is it really required that the written customer order must be in the same language that the presentation was given?**
- It is required only if you have a contract in that language with you.
 - It is not required as long as the customer understands what you are saying.
 - The written customer order must always be in the same language that the presentation was given.
25. **If you make a mistake on a contract, what should you do?**
- Correct your copy of the contract and send it in to the Home Office for processing.
 - Return to the customer, complete a new contract, and have the customer sign it.
26. **If you want to recruit someone you should:**
- Tell them they will earn at least \$1,000 in their first month.
 - Tell them they are guaranteed specific earnings if they join.
 - Make no specific earnings representation, instead explain how the compensation plan works.
27. **When is it permissible to advertise for employment opportunities for marketing or other positions when you are recruiting commissioned Independent Consultants?**
- It is OK only if you need to meet your recruiting quota for the Bonus Period.
 - It is always OK if you don’t get caught.
 - It is never permissible to entice someone to a recruiting interview using false pretences.
28. **When requesting referrals, when must you say that people who are referred may be contacted for sales or recruiting purposes?**
- You must disclose at the time you ask for the referral.
 - You only need to mention it if you are asked.