

Quiz: The Responsible Consumer

Question 1a of 10 ( 3 Store policies 242255 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of these is a procedure that quantifies the personal value of a purchase?

Table with 2 columns: Choice and feedback. Choice B is correct: 'The purchase price is calculated as a certain number of working hours.'

Global Incorrect Feedback
The correct answer is: The purchase price is calculated as a certain number of working hours. By putting the value of the good into working hours, the good is given a numerical value that's meaningful to the consumer.

Question 1b of 10 ( 3 Store policies 242256 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of these is one way to quantify the personal value of a good or service?

Table with 2 columns: Choice and feedback. Choice B is correct: 'By finding the monetary value of something the person would willingly trade in exchange for the good or service.'

Global Incorrect Feedback
The correct answer is: By finding the monetary value of something the person would willingly trade in exchange for the good or service. By putting the value of the good or service at a price for something with equal value, the good is given a numerical value that's meaningful to the consumer.

Question 1c of 10 ( 3 Store policies 242257 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of these methods successfully quantifies the value of a computer to a particular person?

Table with 2 columns: Choice and feedback. Choice B is correct: 'By figuring out all of the monetary and non-monetary costs associated with buying a computer.'

Global Incorrect Feedback
The correct answer is: By determining the number of hours the person is willing to work to earn the purchase price of the computer. By putting the value of the good into working hours, the good is given a numerical value that's meaningful to the consumer.

Question 2a of 10 ( 2 Store policies 242258 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Why should consumers look for products that have a warranty?

Table with 2 columns: Choice and feedback. Choice D is correct: 'It protects them in case the product is defective.'

Global Incorrect Feedback
The correct answer is: It protects them in case the product is defective. A warranty is a good feature to look for because it ensures that the consumer gets what he or she is paying for.

Question 2b of 10 ( 2 Store policies 242259 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: What is the benefit of purchasing a product with a warranty?

Table with 2 columns: Choice and feedback. Choice C is correct: 'You'll get a repair or replacement if the product is damaged or defective.'

Global Incorrect Feedback
The correct answer is: You'll get a repair or replacement if the product is damaged or defective. A warranty is a good feature to look for because it ensures that the consumer gets what he or she is paying for.

Question 2c of 10 ( 2 Store policies 242260 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: A warranty protects consumers against what?

Table with 2 columns: Choice and feedback. Choice D is correct: 'Defective or damaged products.'

Global Incorrect Feedback
The correct answer is: Defective or damaged products. A warranty is a good feature to look for because it ensures that the consumer gets what he or she is paying for.

Question 3a of 10 ( 3 Store policies 242261 )

Maximum Attempts: 1
Question Type: Matching
Maximum Score: 2
Question: Match each retail term with the correct definition.

Table with 2 columns: Choice Text and Correct Match. A. Brand name matches D. Pay earned by salespeople for making sales.

Global Incorrect Feedback
The correct answer is: brand name: particular company associated with a product; Warranty: A guarantee of return or service; Restocking fee: Money charged for a returned item; Commission: Pay earned by salespeople for making sales.

Question 3b of 10 ( 3 Store policies 242262 )

Maximum Attempts: 1
Question Type: Matching
Maximum Score: 2
Question: Match each retail term with the correct definition.

Table with 2 columns: Choice Text and Correct Match. A. Store credit matches A. Money that can be used to make purchases only at a particular store.

Global Incorrect Feedback
The correct answer is: Brand name: Particular company associated with a product; Warranty: A guarantee of return or service; Commission: Pay earned by salespeople for making sales; Store credit: Money that can be used to make purchases only at a particular store.

Question 3c of 10 ( 3 Store policies 242263 )

Maximum Attempts: 1
Question Type: Matching
Maximum Score: 2
Question: Match each retail term with the correct definition.

Table with 2 columns: Choice Text and Correct Match. A. Warranty matches D. A non-brand-name product equivalent to a brand name.

Global Incorrect Feedback
The correct answer is: Warranty: A guarantee of return or service; Commission: Pay earned by salespeople for making sales; Store credit: Money that can be used to make purchases only at a particular store; Generic Brand: A non-brand-name product equivalent to a brand name.

Question 4a of 10 ( 1 Social responsibility 242264 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of the following are not concerns that socially responsible consumers have?

Table with 2 columns: Choice and feedback. Choice C is correct: 'Production costs.'

Global Incorrect Feedback
The correct answer is: Production costs. Socially responsible consumers are concerned about the impact of production more than the cost of production.

Question 4b of 10 ( 1 Social responsibility 242265 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of these is not a primary concern of socially responsible consumers?

Table with 2 columns: Choice and feedback. Choice A is correct: 'Price.'

Global Incorrect Feedback
The correct answer is: Price. Socially responsible consumers are concerned about the impact of production more than the cost of the purchase.

Question 4c of 10 ( 1 Social responsibility 242266 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Socially responsible consumers prefer to buy from companies that use what?

Table with 2 columns: Choice and feedback. Choice D is correct: 'Renewable resources.'

Global Incorrect Feedback
Socially responsible consumers want to support companies that use sustainable and low-impact production methods.

Question 5a of 10 ( 3 Social responsibility 242267 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of these is a renewable resource?

Table with 2 columns: Choice and feedback. Choice C is correct: 'Trees.'

Global Incorrect Feedback
The correct answer is: Trees. Trees are able to reproduce under normal conditions, so the supply already in the ground is all there is.

Question 5b of 10 ( 3 Social responsibility 242268 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of these is a nonrenewable resource?

Table with 2 columns: Choice and feedback. Choice B is correct: 'Coal.'

Global Incorrect Feedback
The correct answer is: Coal. Coal is not reproduced under normal conditions, so the supply already in the ground is all there is.

Question 5c of 10 ( 3 Social responsibility 242269 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of these production practices promotes sustainable development?

Table with 2 columns: Choice and feedback. Choice C is correct: 'The use of renewable resources.'

Global Incorrect Feedback
The correct answer is: The use of renewable resources. When producers use resources that can be reproduced, such as trees that can be reproduced under normal conditions, so the supply already in the ground is all there is.

Question 6a of 10 ( 3 Social responsibility 242270 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of these is a way that individuals can be socially responsible?

Table with 2 columns: Choice and feedback. Choice A is correct: 'By using less energy.'

Global Incorrect Feedback
The correct answer is: By using less energy. Everyone can help cut down on the amount of pollution each day, and it's socially responsible to try to cut down on this kind of environmental damage.

Question 6b of 10 ( 3 Social responsibility 242271 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of these is a way that businesses can be socially responsible?

Table with 2 columns: Choice and feedback. Choice B is correct: 'By minimizing pollution from production.'

Global Incorrect Feedback
The correct answer is: By minimizing pollution from production. Companies produce a significant amount of pollution each day, and it's socially responsible to try to cut down on this kind of environmental damage.

Question 6c of 10 ( 3 Social responsibility 242272 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: How can the government promote socially responsible production?

Table with 2 columns: Choice and feedback. Choice D is correct: 'By passing environmental-protection regulations.'

Global Incorrect Feedback
The correct answer is: By passing environmental-protection regulations. Companies produce a significant amount of pollution each day, and it's socially responsible for the government to take steps to cut down on this kind of environmental damage.

Question 7a of 10 ( 2 Consumer complaints 242273 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: How can the Better Business Bureau help consumers resolve their complaints?

Table with 2 columns: Choice and feedback. Choice C is correct: 'By providing mediation services.'

Global Incorrect Feedback
The correct answer is: By providing mediation services. The Better Business Bureau helps consumers settle disagreements with companies by negotiating a settlement to resolve their complaints.

Question 7b of 10 ( 2 Consumer complaints 242274 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of these actions can the Consumer Product Safety Commission take to help protect consumers?

Table with 2 columns: Choice and feedback. Choice B is correct: 'Recall an unsafe product.'

Global Incorrect Feedback
The correct answer is: Recall an unsafe product. The Consumer Product Safety Commission is a government agency with the power to order companies to remove their products from stores if those products are deemed unsafe.

Question 7c of 10 ( 2 Consumer complaints 242275 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: How can the news media help protect consumers?

Table with 2 columns: Choice and feedback. Choice D is correct: 'By investigating and exposing bad products and business practices.'

Global Incorrect Feedback
The correct answer is: By investigating and exposing bad products and business practices. In order to get good stories, investigative journalists seek out bad business practices to expose, and they occasionally help individual consumers resolve their complaints.

Question 8a of 10 ( 2 Consumer complaints 242276 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Small-claims court is a place for which of the following?

Table with 2 columns: Choice and feedback. Choice A is correct: 'People to resolve financial differences.'

Global Incorrect Feedback
The correct answer is: People to resolve financial differences. A small-claims court is a place for people to bring civil claims for monetary amounts below a certain size.

Question 8b of 10 ( 2 Consumer complaints 242277 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: What is one benefit of going to small-claims court to fight against wrongdoing by a business?

Table with 2 columns: Choice and feedback. Choice A is correct: 'You don't need to pay a lawyer to handle your case.'

Global Incorrect Feedback
The correct answer is: You don't need to pay a lawyer to handle your case. Small-claims courts use a simple procedure that people without specialized legal training can easily follow.

Question 8c of 10 ( 2 Consumer complaints 242278 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Consumers can go to small-claims court when what happens?

Table with 2 columns: Choice and feedback. Choice C is correct: 'Other ways of resolving their complaint fail.'

Global Incorrect Feedback
The correct answer is: Other ways of resolving their complaint fail. When private methods and government agencies aren't enough to resolve a complaint, court is the final option.

Question 9a of 10 ( 3 Consumer complaints 242279 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: What is the main reason why a boycott might not be successful?

Table with 2 columns: Choice and feedback. Choice B is correct: 'Many consumers won't stay away from a company that offers the lowest prices.'

Global Incorrect Feedback
The correct answer is: Many consumers won't stay away from a company that offers the lowest prices. Unless enough consumers share the goals of the boycotters strongly enough to participate, the boycott probably won't hurt the company's profits enough to have an impact.

Question 9b of 10 ( 3 Consumer complaints 242280 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: How has the internet helped boycotters?

Table with 2 columns: Choice and feedback. Choice D is correct: 'It enables boycotters to organize and publicize their activities more easily.'

Global Incorrect Feedback
The correct answer is: It enables boycotters to organize and publicize their activities more easily. The powerful communication that's enabled by the Internet helps many types of groups carry out their activities more successfully.

Question 9c of 10 ( 3 Consumer complaints 242281 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: What is one sacrifice that boycotters often have to make?

Table with 2 columns: Choice and feedback. Choice A is correct: 'They pay higher prices.'

Global Incorrect Feedback
The correct answer is: They pay higher prices. Boycotters commit themselves to avoiding a certain company, usually a company with low prices.

Question 10a of 10 ( 2 Consumer complaints 242282 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Consumers can use lobbying to accomplish what?

Table with 2 columns: Choice and feedback. Choice B is correct: 'To get the government to pass new laws.'

Global Incorrect Feedback
The correct answer is: To get the government to pass new laws. Lobbying is when individuals or groups try to get government officials to pass laws that they think should be passed.

Question 10b of 10 ( 2 Consumer complaints 242283 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Which of these would consumers use lobbying to accomplish?

Table with 2 columns: Choice and feedback. Choice B is correct: 'The passage of new laws punishing offensive behaviors by companies.'

Global Incorrect Feedback
The correct answer is: The passage of new laws punishing offensive behaviors by companies. When private action like a boycott or letter-writing campaign fails to produce results, consumers can turn to the government to help them achieve their goals.

Question 10c of 10 ( 2 Consumer complaints 242284 )

Maximum Attempts: 1
Question Type: Multiple Choice
Maximum Score: 2
Question: Why can consumers have influence over politicians?

Table with 2 columns: Choice and feedback. Choice C is correct: 'Politicians rely on the votes of consumers to keep them in office.'

Global Incorrect Feedback
The correct answer is: Politicians rely on the votes of consumers to keep them in office. Voters who rally a lot of other supporters can often get their representatives to promote their cause.