CUSTOM EYES LLC

Candidate Quiz Sheet

Optical Front Office Associate | In-person position | Pay from $18.00 / hour

Candidate name (print) _____ Date _____ Phone _____

Instructions - please read first. Complete this sheet on your own, without a phone or calculator unless the interviewer says otherwise. Suggested time: **35-40 minutes**. There are 50 core points. The Spanish section on the last candidate page is scored separately - complete it if you speak Spanish, and leave it blank if you do not. No optical experience is required for most questions; where you are unsure, write what you would do or say. Spelling matters less than accuracy, clarity, and care.

A. Patient Service & Phones

8 points

1. (1 pt) A patient walks in with no appointment and no one greets them for several minutes. What should happen first?

A. Let them wait until the front desk is free

B. Acknowledge them promptly, smile, and ask how you can help

C. Ask them to call and book for another day

D. Point them to the frame wall to browse

2. (1 pt) The best way to answer the phone is:

A. "Hello?"

B. "Custom Eyes, this is [your name], how may I help you?"

C. "Please hold" - before the caller says anything

D. Let it go to voicemail during busy times

3. (1 pt) A caller asks a question you do not know the answer to. The best response is:

A. Make your best guess so you sound confident

B. Say "I don't know" and end the call

C. Say you will find out, take their name and number, and follow up

D. Transfer them without explaining why

4. (1 pt) A patient is upset because their glasses are two days late. Which response is best?

A. "It's the lab's fault, not ours"

B. "Calm down, it's only two days"

C. Apologize, explain what you know, check the order status, and give a clear next step and timeframe

D. Offer a full refund immediately without checking anything

5. (2 pts) Write, word for word, what you would say to put a caller on a brief hold.

6. (2 pts) A patient at the counter is telling you their insurance details while another patient is standing close behind them. What do you do, and why?

B. Scheduling & Front-Desk Workflow

6 points

7. (1 pt) When confirming tomorrow's appointments, the most important details to confirm are:

A. Patient name only

B. Name, appointment time, and anything the patient should bring (for example, insurance card and current glasses)

C. Frame style they want

D. How they will pay

8. (1 pt) A patient asks to be seen today, but the schedule is full. The best first step is:

A. Say "We're full" and hang up

B. Double-book them without telling anyone

C. Check for cancellations or a wait list, and ask a senior team member what can be done

D. Tell them to just walk in and wait all day

9. (2 pts) Put these in order (1 = do first) at the start of a busy morning: ___ Print / review today's schedule ___ A patient walks in ___ The phone rings ___ Unlock and turn on front-desk systems. Then write one sentence: if the walk-in and the phone happen at the same moment, what do you do?

10. (2 pts) You notice a patient was booked for a 30-minute slot but needs a longer appointment type. What do you do so the day does not fall behind?

C. Insurance & Patient Records - Basics

6 points

Training is provided. These questions test basic understanding, not expert knowledge.

11. (1 pt) "Verifying insurance" mainly means:

A. Guessing what the plan covers

B. Checking, before the visit, whether the plan is active and what benefits / eligibility the patient has

C. Charging the patient and hoping insurance pays later

D. Copying the card without checking anything

12. (1 pt) A copay is:

A. The full price of the glasses

B. A set amount the patient pays for a covered service, under their plan

C. A tip for the doctor

D. The amount the lab charges the office

13. (1 pt) A patient says, "My insurance covers everything." The safest response is:

A. "Great, then you owe nothing"

B. "Let me verify your benefits and I will explain exactly what your plan covers and what, if anything, you would owe"

C. "No plan covers everything"

D. Avoid the topic until checkout

C. Insurance & Patient Records - Basics, continued

14. (1 pt) Patient information in the system should be:

A. Entered from memory at the end of the day

B. Accurate, complete, and updated at the time of the visit

C. Shared freely with other patients

D. Written on sticky notes only

15. (2 pts) In your own words: why does the office verify insurance *before* the appointment instead of after?

D. Math & Payments

10 points - show your work

16. (2 pts) Total for glasses: $285. Insurance pays $150. How much does the patient owe?

17. (2 pts) A frame costs $240 with a 20% discount. How much is the discount, and what does the patient pay?

18. (2 pts) A patient's total is $67. They pay with $100. How much change do you give?

19. (2 pts) Patient charges today: $25 copay + $40 lens option + $15 fitting fee. What is the total due?

20. (2 pts) The cash drawer started the day with $100. Cash sales were $342 and a $27 cash refund was given. How much cash should be in the drawer at close? Show your work.

E. Optical Basics

6 points

Beginner level - a willingness to learn matters more than getting every term right.

21. (1 pt) A patient says their glasses are loose and sliding down. The first thing to try is:

A. Tell them to buy a new frame

B. A basic frame adjustment / repair, or ask a trained team member to help

C. Bend the frame hard with both hands, quickly

D. Send them to another store

22. (1 pt) "Progressive lenses" are best described as:

A. Lenses that darken in sunlight only

B. Lenses with no visible line that help at distance, intermediate, and near in one lens

C. Safety lenses for sports

D. Lenses with no prescription

23. (1 pt) A patient picks a very small frame but wants a strong, thick lens. You should:

A. Say nothing - a sale is a sale

B. Politely flag it and involve the optician, because frame choice can affect how the lens looks and works

C. Refuse to help them

D. Change their prescription

24. (1 pt) A patient asks when their glasses will be ready and you do not know. You should:

A. Guess a date so they leave happy

B. Check the order status, give the best estimate you can verify, and explain you will call if anything changes

C. Say "Soon" and move on

D. Tell them to call back next week

25. (2 pts) List two things you would check before telling a patient their glasses are ready to pick up.

F. Attention to Detail

6 points

Read the sample record below against the facts in the box. Find and list **six errors** (1 pt each). Circle each error in the record, then list it underneath.

Correct facts (from patient and insurance card): Patient: **Maria Gonzalez** | Date of birth: **March 15, 1988** | Phone: **702-555-0148** | Appointment: **Tuesday, Nov. 10, 2026 at 2:30 PM** | Insurance member ID: **VSP-884739201** | Order total: **$214**, amount collected: **$214**

PATIENT RECORD AS ENTERED

Name: Maria Gonzales | DOB: 03/15/1989 | Phone: 702-555-014

Appointment: Tuesday, Nov. 10, 2026 at 2:30 AM | Member ID: VSP-884739210

Order total: $214 | Amount collected: $241 | Balance due: $0

26. Errors I found: 1. _____ 2. _____ 3. _____

4. _____ 5. _____ 6. _____

G. Written Scenarios

8 points

Answer in complete sentences, as if speaking to the patient. There is no single perfect wording - clarity, kindness, and a clear next step matter most.

27. (4 pts) It is 4:45 PM. Three things happen at once: the phone is ringing, a patient is at the counter ready to pay, and a second patient says their appointment was at 4:30 and no one has called them. Write what you do, in order, and what you say to the waiting patient.

28. (4 pts) A patient calls and says: "I was told my glasses would be ready Friday and no one called me. This is the second time." Write your reply, including how you will follow up.

Spanish - Bilingual Assessment

8 points, scored separately

Spanish-English bilingual skills are highly preferred for this role. Complete this section only if you speak Spanish. It does not count toward the 50-point core score.

S1. (2 pts) Write in Spanish: "Do you have an appointment today?"

S2. (2 pts) Write in Spanish: "Please have a seat. We will call you in a few minutes."

S3. (2 pts) Write in Spanish: "Your glasses will be ready in about a week. We will call you when they arrive."

S4. (2 pts) A patient says: *"Necesito lentes nuevos porque perdi los mios, y quiero saber si aceptan mi seguro."* Write in English what the patient is saying.

Self-rating (circle one): Spanish: Basic / Conversational / Fluent / Native | Comfortable greeting patients and explaining basic coverage in Spanish? Yes / Somewhat / No

Thank you. Please hand this sheet back to the interviewer. If you ran out of space, you may ask for a blank sheet - write your name and the question number on it.