



HP2-B110^{Q&As}

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QUESTION 1

How do HP toner cartridges help provide customers with reliable printing systems?

- A. Wear and tear parts are frequently exchanged when customers replace the HP toner cartridge.
- B. The HP warranty covers all makes of toner cartridges.
- C. HP "X" version LaserJet cartridges produce faster printing speeds.
- D. The use of HP milled/ground color toner produces high quality images.

Correct Answer: D

QUESTION 2

Approximately what percent of the HP printers imaging system is contained in the HP laserJet All-in-One print cartridge?

- A. 70%
- B. 50%
- C. 90%
- D. 30%

Correct Answer: A

QUESTION 3

What is a typical cross-selling question?

- A. "Can I make your sale bigger?"
- B. "Wouldn't you benefit even more from an HP X cartridge?"
- C. "Do you Print duplex?"
- D. "Do you also have HP Inkjet printers? If so, we have a good offer on HP ink supplies at the moment."

Correct Answer: D

QUESTION 4

According to the InfoTrends 2011 report, what percentage of remanufactured cartridges will ultimately be thrown away?

- A. 12% ink and 11% toner



- B. 33% ink and 12% toner
- C. 92% ink and 91% toner
- D. 59% ink and 59% toner

Correct Answer: C

QUESTION 5

Which statement is true regarding multi-pack ink cartridges?

- A. They should only be sold to small-to-medium sized customers.
- B. The customer can save over 30%.
- C. They are designed specifically for home users.
- D. They offer better value to customers who print a lot.

Correct Answer: D

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