



Name:

Date:

Customer Service

1. Which attribute does Jaxson display as he manages himself up while creating customer confidence? “Hello Mr. Ervans, I am your CNA, Jaxson. I have worked for Masonic Pathways for 4 years and have been trained to help with your personal care. Would you like to go to the shower now?”
 - a. Nice & Helpful
 - b. Respectful
 - c. Competent
 - d. All of the above

2. What % of customers stop doing business with a company based on their first impression?
 - a. 25%
 - b. 40%
 - c. 50%
 - d. 70%

3. When employees choose not to display the 4 attributes, they are also choosing...
 - a. To no longer work at Masonic Pathways
 - b. To have a bad day
 - c. To have a bad attitude

4. What is the first thing to say to a customer who has a complaint?

5. Which of the following represents the “customer”?
 - a. Visitors
 - b. Co-workers
 - c. Residents
 - d. Everyone you meet

6. T F The 4 attributes of Nice, Helpful, Respectful, & Competent are expectations for all staff every day without exception. This creates a very positive work environment.