





## TRAINING VIDEO QUIZ

### Section II

8. What are important qualities when answering a call?

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_

9. Rudeness is (circle all that apply):

- a. fun
- b. deliberate
- c. necessary
- d. important

10. Why is spelling accurately important?

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11. Why should you never leave a message with just "Please call?"

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12. What should you do when you make a mistake (circle all that apply):

- a. tell a supervisor ASAP
- b. forget about it and move on
- c. make excuses
- d. acknowledge the mistake

13. Why is EVERY call important (circle all that apply)

- a. it can save property
- b. it can save a life
- c. it gives good and bad news
- d. it might be someone famous
- e. it keeps business moving
- f. it can secure jobs



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### Section III:

14. How do you handle frustrated callers (circle all that apply):

- a. yell at them
- b. cry
- c. sympathize
- d. take it personally

15. How do you handle our frustrated customers (circle all that apply):

- a. accept the blame and apologize
- b. have a supervisor research it
- c. cry
- d. stay calm and composed

16. Why is call control so important?

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17. What should you ask when one of our customers calls to tell us they are going out of town or will be unavailable?

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18. How do you take a message for your call center employees?

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19. Why is attendance so important?

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20. Unless otherwise directed by individual clients, we are never supposed to give out phone numbers. True / false

21. We can give out the messages we take to anyone who requests them. True / false



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Section IV:

22. When calling an on call's residence, how many times should you let it ring? \_\_\_\_ What message should you leave? \_\_\_\_\_

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23. Dispatching to voice mail: what message should be left?

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24. What to do when you page the wrong person?

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25. What is dispatching to advise?

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26. Why is it so important to read the account (circle all that apply):

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|-----------------------|---------------------------------|
| a. entertainment      | b. changes often                |
| c. to reduce mistakes | d. to study for the weekly quiz |

27. You should always document what you did when you called a cell or residence. True / False

28. If a name is unisex like Tracy, Terry, Jean, etc., you should always specify the gender when dispatching or relaying the message. True / False