

Written Quiz

POINTS

1. The ABC's of dealing with the public are _____ , _____ , _____ . 60
2. Give five (5) examples of a DO. 20
3. Give five (5) examples of a DON'T. 20

POINTS POSSIBLE: 100

POINTS DEDUCTED:

FINAL SCORE:

Written Quiz - Key

	<u>POINTS</u>
1. The ABC's of dealing with the public are APPEARANCE, BEHAVIOR, COURTESY.	<u>60</u>
2. Give five (5) examples of a DO. ASK TO BE OF ASSISTANCE INTRODUCE YOURSELF MAKE EYE CONTACT BE HELPFUL BE POSITIVE	<u>20</u>
3. Give five (5) examples of a DON'T. USE PROFANITY LOSE YOUR TEMPER BE ABUSIVE BE INDIFFERENT BE CONDESCENDING	<u>20</u>

POINTS POSSIBLE: 100

POINTS DEDUCTED:

FINAL SCORE: