

## Quiz: How You Support Your Customer

1. The lead time for a part a customer ordered yesterday just changed from 4 days to 2 weeks. /1  
You don't have a solution yet. What should you do?
  - Wait until you find an alternative before calling
  - Send an email at the end of the day summarizing all order changes
  - Call the customer now and let them know the status has changed**
  - Check back tomorrow to see if the issue resolves itself
  
2. You told a customer you'd have a price quote by 2:00. It's 2:00 and you haven't finished /1  
building the order. What should you do?
  - Call at 2:00 and let them know you're still working on it**
  - Wait until you have the answer
  - Send a text in an hour or two once you've had more time to finish
  - Call before end of day with whatever information you have
  
3. What is the best way to learn about your customers' preferences and needs? /1
  - Send them a customer profile survey after their first order
  - Ask questions during natural moments in your regular interactions with them**
  - Ask your manager for a customer briefing document