

Quiz: Communication

1. A customer's machine is down and they need an update on a backordered part. What's the best way to reach them? /1
 - Send an email with the updated ETA and next steps
 - Call them to explain the situation and offer alternatives, then follow up with an email summary**
 - Send a text with the new ETA since it's the fastest channel
2. A coworker comes to you frustrated about a problem, and your first instinct is to jump in and explain your side. According to the Focus / Filter / Feedback framework, what is the first thing you should do? /1
 - Explain your side so they have the full picture
 - Ask clarifying questions to understand what happened
 - Stop what you're doing, face them, and let them finish before you respond**
 - Summarize what you've heard and confirm the facts before offering a solution
3. A customer walks into the dealership while you're in the middle of helping someone else. Using the 10-4 rule, what should you do? /1
 - Finish with your current customer first, then greet them. Interrupting would be rude.
 - Make eye contact and acknowledge them from a distance, then greet them verbally when they're closer.**
 - Call out a greeting immediately so they know you've noticed them.