

Quiz: Professionalism & Personal Brand

1. You discover you quoted a customer the wrong price on a part yesterday; it costs significantly more than what you told them. The order hasn't been processed yet. What should you do? /1
 - Fix the price on the order and process it. The customer won't notice the change.
 - Wait until the customer contacts you about the discrepancy, then explain what happened.
 - Call the customer immediately to correct the information and explain what happened.**
 - Send an email with the corrected price.

2. It's 2 PM and you suddenly remember you promised a customer a callback this morning about a backorder status. What does this tell you about your own process? /1
 - You need to work harder at remembering your commitments
 - You need a consistent place to capture every commitment as soon as it's made**
 - You should avoid making specific callback commitments in the future
 - You should apologize and make up for it by providing extra-fast service on their next request

3. A customer asks you a detailed technical question about a part specification that you can't answer from the catalog. What's the most professionally effective response? /1
 - Give your best guess based on similar parts you've looked up in the past
 - Tell them you don't know and suggest they check the website
 - Tell them you'll check with Komatsu's technical support team and get back to them with a definitive answer**