

Customer Service Quiz

by Cathy Abraham

1. Your Director is giving a tour with a perspective family. When she comes into your room, **Do you:**
 - a) Tell her you have cramps and want to go home.
 - b) Tell her if Billy and Sally both come in today you'll 'be over'.
 - c) Smile and warmly greet the parent and the child, bending down to the child's eye level.
 - d) Ask her, if, while she's standing there, you can run to the kitchen real quick and get a can of pop?

2. You are right in the middle of a messy art project when your Director comes in with a tour. **Do you:**
 - a) Invite the child to participate.
 - b) Tell the parent that this is a bad time, could she come back later?
 - c) Tell the parent "Oh, this is nothing. You should see how bad it is on a day when Billy is here!"
 - d) State that you don't understand why you have to do all of this NAEYC-stuff anyway & that you've wrecked 4 shirts since May with this so-called "open-ended art" crap.

3. A perspective parent asks you a question about the classroom you are in and you don't quite know how to answer it. **Do you say:**
 - a) "How would I know? I just go where they tell me to go. Last week I was the cook."
 - b) "I'm not usually in this room. Miss Suzy is, but she got fired."
 - c) Reply with the standard "I don't know."
 - d) "I'm not really sure about that. Why don't I find that out for you?"

4. Perspective parents on a tour share with you that they think that their child is gifted. **Do you say:**
 - a) "Yeah, whatever. When is little Einstein starting?"
 - b) "Yeah, **all** parents think that."
 - c) "He sure doesn't *look* gifted. His shoes are on the wrong feet."
 - d) "Great! We work very hard at making sure all of the children are stimulated at whatever level they are at. These are some of the things we do..."

5. A parent is upset because this is the second set of mittens that their child has lost at the center. **Do you:**

- a) Tell them mittens are on sale at Wal-Mart for \$1.99.
- b) Tell them one of the children, Ishmael, has a problem with stealing and he probably has them.
- c) Help the parent look for them.
- d) Give them a pair from a child whose mom won't notice.

6. One of the parents never takes home her child's artwork.

Do you:

- a) Say to the parent "Oh, don't forget the painting Jimmy made today. He worked really hard on it and I wrote down the story he told me about it for you."
- b) Tape the child's artwork to his back at around 5:00.
- c) Throw it away when the child is not looking under the diapers in the garbage so that he won't see it.
- d) Tell the parent that you know it really doesn't look like much, but they should at least *act* like it's really good, like you do.

7. A potential parent on a tour wants to know why we don't heat up bottles for our infants. **Do you:**

- a) Tell them about a recent lawsuit.
- b) Tell them it's better, because then if they are out late at a party their kid will be used to not having a heated bottle.
- c) Explain to them that the safety of the children is our main concern, and we do not want to take any risks in this area.
- d) Say to the parent "This must be your first kid, right? People are always picky when it's their first kid. That's ok."

Best Answers: 1c 2a 3d 4d 5c 6a 7c

Scoring:

0 - 4 ... Consider a new line of work

5 - 6 ... Girl, you need work

7 ... You Get It