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