

Name: \_\_\_\_\_

Test Date: \_\_\_\_\_

% Correct: \_\_\_\_\_

Employee/Sub: \_\_\_\_\_



# CERTIFICATION TEST

## CUSTOMER INTERACTION

This is the written portion of the On Trac CUSTOMER INTERACTION certification process. The purpose of this test is to examine your understanding of the information contained within the On Trac Certification and Best Practices Manual. Read the following questions carefully and choose the best answer. You may not reference the On Trac Certification and Best Practices Manual. If you have any questions refer them to the supervisor administering this test.

Circle the letter of the best answer or fill in the blank(s).

### **Introduction**

1. The reason for training in customer interaction is
  - a. Develop interpersonal skills
  - b. Consistency of how all technicians interact with customers
  - c. Develop interaction skills that serve the customer
  - d. All of the above

### **Initial Contact**

2. It is NOT important to be concerned about customer approach until the technician knocks on the door.
  - a. True
  - b. False
3. How can the technician make the customer more comfortable?
  - a. Avoid eye contact
  - b. Park where the customer cannot see signage on the truck
  - c. Don't let the customer see the Work Order in the beginning
  - d. Be cautious about invading the customer's "personal space"
4. If a minor is present with no adult present the technician should
  - a. Continue with the install as long as the minor seems responsible
  - b. Make another technician aware of the situation
  - c. While the minor contacts an adult, go ahead and review the installation points inside the house to make the install go faster.
  - d. DO NOT go into the premise under any circumstance. Contact the On Trac office for resolution.
5. If a technician finds that a customer is dressed inappropriately and might place the technician in a compromising position, the technician should halt any install activities and immediately contact the On Trac office for resolution
  - a. True
  - b. False

## Establish a Baseline

6. Why is it important to establish a baseline for work to be performed?
  - a. Detect non-functional devices before the install begins
  - b. Get written approval from the customer for any aesthetic / house wrap type issues
  - c. Make the customer aware of the costs of any extra work that might need to be done
  - d. Manage customer's and technician's expectations
  - e. All of the above
  
7. If the customer has a monitored security system the technician MUST
  - a. Before the install begins, have the customer notify the monitoring company that the system will be going down.
  - b. After the install is complete, have the customer contact the monitoring company to verify that the system is functioning properly
  - c. Request a waiver from the customer for any liability that the system might not work after the install
  - d. Ask the Lead Tech what to do
  - e. Both A and B