

Customer Service Check

NAME _____ DATE _____ PERIOD _____

A frustrated user says, "This computer is so stupid! It will not turn on, and I have a meeting in ten minutes!"

Which response is the best first move?

- **A.** "Please calm down. It is not the computer's fault."
- **B.** "Have you tried the power cable?"
- **C.** "I understand this is frustrating right before a meeting. Let us check one thing at a time. What do you see on the screen?"
- **D.** "Support hours are almost over. Call back tomorrow."

My answer: _____

Name two customer-service rules the best response follows:

1. _____ 2. _____

Choose one rejected response. Name the rule it breaks and rewrite it.

Rejected response: _____ Rule it breaks: _____

My improved response:

Name one career outside IT support that needs the same communication skill. Explain how.
