

EXIT TICKET

Refine the Help Desk Tool + Customer Service
Role-Play



CAREER &
COLLEGE EXPLORATIONS

BLOCK

1.4.4

NAME _____

DATE _____

PERIOD _____

TEK | d(4)(B)



DIAGNOSTIC MCQ

01 / 10

Scenario: A frustrated user calls. She says "This computer is so stupid! It won't even turn on and I have a meeting in 10 minutes!"

What is the BEST first thing for a Help Desk Tech to say?

- (A) "Ma'am, please calm down. It's not the computer's fault."
- (B) "Have you tried the power cable?"
- (C) "I understand this is frustrating right before a meeting. Let's fix this together. Can you tell me what you see on the screen?"
- (D) "Our support hours are almost over, so can you call back tomorrow?"

CIRCLE YOUR ANSWER. IN ONE SENTENCE, EXPLAIN WHY THE OTHER THREE CHOICES BREAK ONE OF TODAY'S 4 CUSTOMER SERVICE RULES (ACKNOWLEDGE, SIMPLE LANGUAGE, ONE STEP AT A TIME, STAY CALM).

TEACHER • MASTERY

Beginning 1 Developing 2 Proficient 3 Mastery 4

TEACHER COMMENT _____

1SW-Wk4-Day4 • F01