



# WRITTEN QUIZ

Procedures Handbook 4300

DEALING WITH THE PUBLIC

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NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

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**POINTS**

1. The ABC's of dealing with the public are \_\_\_\_\_ , 60

\_\_\_\_\_ , \_\_\_\_\_ .

2. Give five (5) examples of a DO. 20

3. Give five (5) examples of a DON'T. 20

**POINTS POSSIBLE:** 100

**POINTS DEDUCTED:**

**FINAL SCORE:**

4302.8



**WRITTEN QUIZ**  
Procedures Handbook 4300

DEALING WITH THE PUBLIC

**KEY**

**POINTS**

1. The ABC's of dealing with the public are **APPEARANCE, BEHAVIOR, COURTESY.** 60  
Ref: TLP. pgs. 2, 3, sects. I, II, III

2. Give five (5) examples of a DO. 20

**ASK TO BE OF ASSISTANCE**

**INTRODUCE YOURSELF**

**MAKE EYE CONTACT**

**BE HELPFUL**

**BE POSITIVE**

Ref: TLP. pg. 3, sect. III

3. Give five (5) examples of a DON'T. 20

**USE PROFANITY**

**LOSE YOUR TEMPER**

**BE ABUSIVE**

**BE INDIFFERENT**

**BE CONDESCENDING**

**BE DISREPECTFUL**

Ref: TLP. pg. 3, sect. III

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