

Test Question

As a retail store worker, imagine you're carrying a big basket of fresh fruits. Suddenly, a customer comes up to you and asks where she can find coffee. Which response would be the best way to handle this situation?

- A) Politely walk past the customer without saying anything because you need to replenish the fruits in the store shelves.
- B) Gently put down the basket of fruits and show the customer where the coffee is located.
- C) Explain to the customer verbally where she can find the coffee.
- D) Request the customer to wait and come back to her after you finish dealing with the fruits.

Proveit Practice Test For Customer Service

Melissa Cheesman Smith, Terri Schilling

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How to Prove It Daniel J. Velleman, 2019-07-24 Helps students transition from problem solving to proving theorems with a new chapter on number theory and over 150 new exercises Prove It! Using Textual Evidence, Levels 3-5 Melissa Cheesman Smith, Terri Schilling, 2018-03-01 Knowing how to cite textual evidence is a key component in reading and writing in education today This resource equips teachers with the strategies they need to teach students how to cite and annotate textual evidence when reading and writing Primary school students will learn how to find evidence to support their opinions incorporate that evidence in their writing and accurately cite their sources The ten lessons include proper MLA formatting paraphrasing the use of credible sources avoiding plagiarism and more Students will apply what they we learned through twenty practice exercises Citing textual evidence powerfully strengthens students writing develops analytical thinking and logic and readies students for college and career with lessons that are aligned to McREL TESOL and WIDA standards

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