

LEARNING GUIDE

PROGRAM TITLE: Service Writer/Advisor

DUTY: Satisfy Customer Requirements

COMPETENCY A-1: Determine Customer's Service Needs

INTRODUCTION:

Providing services and products to meet the customers' needs is an essential part of customer service. Accurately determining what each customer needs can play a major role in determining how much you grow your business. This guide will provide you with the general knowledge and skills for determining your customers' service needs. A Service Writer/Advisor should understand these principles and procedures and become aware of the steps you can take to determine your customers' service needs.

PERFORMANCE OBJECTIVE:

Given the need to satisfy customer requirements, determine the customers' service needs so as to meet the RVDA standards of excellence outlined in the Performance Test on p. 19.

ENABLING OBJECTIVES:

1. Practice techniques for greeting customers.
2. Practice determining customers' basic service needs.

PREREQUISITES, IF ANY:

- Knowledge of customer service techniques
- Knowledge of typical repair or replacement service needs

LEARNING EXPERIENCE #1

ENABLING OBJECTIVE #1: Practice techniques for greeting customers.	
Learning Activities	Special Instructions
Read the Information Sheet titled “Techniques for Greeting Customers” on pp. 3-6. Observe how an experienced co-worker greets customers. Note both the customer’s and the co-worker’s body language. You may wish to observe how employees at other local businesses greet their customers. Write down what they say if it sounds welcoming to you. Demonstrate your knowledge of appropriate techniques for greeting customers by completing the Self-Check on p. 7. Check your answers against the Self-Check Model Answers on p. 8. Practice with a co-worker using the skills needed to greet customers at your Service Department. Ask your co-worker to use the checklist titled “Greeting Customers” on p. 9 of the Practice Exercise as a guide for assessing your progress.	Discuss with your mentor the best method or script to use when greeting customers. Develop (or re-write) the welcoming script for your employees if you find one you especially like. Ask your mentor to suggest a co-worker who can observe and help you with your practice sessions and the Practice Checklist.

INFORMATION SHEET

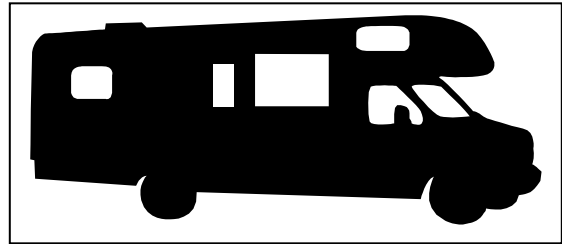
TECHNIQUES FOR GREETING CUSTOMERS

Service Writers/Advisors are the front line of contact for customers. You might be the first person a customer talks to when he/she brings in an RV. If you are not the first person the customer talks to, you might be the *most important person* because you must find out what the customer needs. You need to make a good impression. And you must get some needed information from the customer. You want to politely and accurately discover what the customer needs. Delight your customer by quickly determining what needs to be done.

There are three basic steps you need to take when greeting a customer:

1. Acknowledge the customer's presence (in person or on the phone).
2. Introduce yourself.
3. Say the welcome statement.

Remember that when a customer is unhappy, he/she does not always talk to the manager. Often they just take their business to another dealer.



Acknowledge the Customer's Presence

How many times have you been on hold for a phone call to your doctor or the utility company? It is no fun. If the wait is several minutes, you might be really angry by the time someone finally talks to you. Everything has become very negative. You might feel trapped by the situation. Customers in your Service Department could feel just as unhappy if they have to wait or if they do not like the talk that follows. You have the power to make sure that a similar situation does not happen in your Service Department. You can initiate a positive experience in the way that you greet your customers. They want to know – right away – that you see or hear them (if the contact is by phone). They don't want to wait very long. If there has to be a wait, they want a real person to tell them and keep checking back with them during the wait.

Your goal is to note the customer's presence in a timely and appropriate way. Look at the customer's *body language* which includes how the person stands, looks at you, gestures, or speaks. If the person looks angry or impatient, his/her hands might be on the hips or arms folded across the chest. If a person is relaxed, you will see a smile. The face tells a lot about how someone feels too. A tight-looking mouth or wrinkled forehead can be a danger sign. A curious, looking-around face is more neutral. A hand making a slight "hi" wave is a happy movement, but hands stuffed into pockets or held as fists could mean an angry or frustrated person. If the body language is negative, this is a warning sign. You need to find out what is wrong and do something about it. Remember that your own body language might be sending a message also. Make sure you send a positive body language message.

Start with a smile. Also try to make eye contact or simply use your voice to sound cheerful. But the first thing a customer must notice is your smile. It should be a genuine smile that says, "I'm interested in you. I want to find out what you need. I am going to make things right for you." If you are asking the customer to wait, get the customer's name and use the name to get back to him/her every few minutes until you are ready to talk one-on-one.

INFORMATION SHEET (continued)

Introduce Yourself.

This might sound simple, but it is very important. Again, if the customer's body language shows that they are not happy, you need to be positive. A smile and eye contact are important. Some people like a handshake; others do not. Start your handshake movement slowly, so the customer can see it. Give the customer a couple of seconds to put out a hand ... or not. If you see no movement from the customer to shake hands, then do not shake. Some people guard their *personal space*, sort of a shell of space around the body. People who protect their personal space do not like to be touched and do not like when someone stands very close to them. Respect personal space if you think it might be an issue.

When you introduce yourself, give your name and identify yourself as a Service Writer/Advisor. You might also explain what a Service Writer/Advisor does in your dealership.

Say Your Welcome Statement

Many dealerships have a *script* or very specific words and sentences used during talking with a customer. If your dealership has a welcome statement, be sure to say it exactly and completely.



Be sure that your customer hears it. Look for positive body language to be sure the customer heard your statement. Positive body language would be "yes" head-nodding or a slight smile. Scripted statements are approved by your dealership. There is usually a reason why your dealership has a welcome script. Sometimes the script is there to get certain words or ideas to the customer at the beginning of the visit. Sometimes the script is just a way to be sure that each customer gets a good welcome. Watch for signs that the customer is relaxing or seems more at ease after the welcome statement.

A Professional Greeting

A first impression is very important. Business experts have many suggestions on how to make a good first impression. What follows are some tips on greeting customers:

- Remember that great smile, eye contact, and respect for personal space
- Keep your tone of voice warm and welcoming (if you try, you could make "good morning" sound like a growling tiger...but don't!)
- Instead of asking, "Can I help you?" try something like, "How can I be of service to you today?"
- Listen more and talk less; this works best when good questions are used
- Make sure you hear the customer correctly (confirm by saying, "If I heard you correctly, _____ is what you want...")
- Respect every question from the customer and do your very best to deal with it
- Make sure that every customer is acknowledged within minutes of arriving at your dealership

INFORMATION SHEET (continued)

- Avoid situations or actions that hurry or pressure the customer into decisions or into spending money
- Avoid putting the customer “on hold” or making him/her wait more than one minute
- Use the approved greeting, whether in person or on the phone
- Remember to say “thank you” when appropriate (saying it an extra time or two is fine)
- Ask your customers how you are doing; listen to customer suggestions and use them to improve your business
- Find out about customer’s special dates (e.g., birthdays) and send a card or certificate for a small, free gift
- Make sure that a proper greeting is captured in the company procedure or policy manual
- Use secret shoppers to check up on how you are doing
- Train staff on how to greet properly
- Test staff on how to greet properly
- If someone is uncomfortable in greeting customers, find a job “off the floor” for that person



Keep these points in mind when greeting customers:

- The methods of how a Service Writer/Advisor greets customers are very similar from place to place, but your company might have some specific procedures that vary from the above descriptions
- Therefore, refer to your company operations manual for the specifics of your store’s methods and significant factors related to techniques for greeting customers
- If your dealership does not have a written standard (or a script) for greeting customers, now is the perfect time to create one and train all staff members to use the greeting standard for every customer – in person or on the phone

TOOLS, EQUIPMENT, SUPPLIES, AND MATERIALS

Applying the techniques for appropriately greeting customers requires the following tools, equipment, supplies, or materials:

- Phone
- Nametag
- Statement/script approved for use in your dealership

INFORMATION SHEET (continued)

WORKER BEHAVIORS

Worker behaviors play a key role in your success in greeting customers when they arrive at or call your Service Department. Success will depend on whether you demonstrate the following behaviors or personal attributes:

- Courteous
- Friendly
- Cheerful
- Smile
- Firm handshake
- Eye contact
- Positive voice
- Self-confidence

SELF-CHECK

DIRECTIONS: Check your knowledge of the techniques for greeting customers by responding to the following questions. For True/False questions, circle “TRUE” if the statement is correct, and circle “FALSE” if the statement is incorrect. For multiple choice questions, select the response that is most correct. Check your answers with those on the Self-Check Model Answers page that follows.

1. The Service Writer/Advisor is very likely the most important person a customer will meet when coming into the dealership for service.

TRUE
FALSE
2. If you train your staff to do customer greetings, then you can be sure each customer will get a proper greeting.

TRUE
FALSE
3. When a customer arrives at your Service Department and you are working with another customer, an appropriate action would be to:
 - a. Finish with the customer being served and then talk to the new customer.
 - b. Have a sign-up sheet on the counter and expect the new customer to sign in.
 - c. Smile at the new customer and tell him/her that you will be with them soon.
 - d. Make a gesture toward a seating area so the new customer sits there.
4. An example of negative body language – something that indicates that you might have an unhappy customer – is a customer who:
 - a. Is standing with both hands on his/her hips.
 - b. Has a sleepy look on his/her face.
 - c. Is sitting with his/her legs crossed.
 - d. Has both hands shoved into pants pockets.
5. Many dealerships have a welcome script that is used for greeting customers. One reason for such a script is to:
 - a. Limit the amount of time spent on the greeting.
 - b. Provide words that are easy to understand.
 - c. Encourage positive body language from the greeter.
 - d. Ensure certain words are said to the customer.

SELF-CHECK MODEL ANSWERS

DIRECTIONS: *Compare your answers to the Self-Check with the Model Answers provided below.*

1. TRUE
2. FALSE While training is the first step to ensuring that each customer gets a proper greeting, you also need to test your staff to make sure the greeting is done correctly.
3. c. Smile, make eye contact, briefly talk to the new customer, and then complete your work with the current customer. Get back to the new customer as soon as possible. If there will be a long wait, make sure to tell the new customer.
4. a. Standing with hands on hips is usually an example of negative body language.
5. d. A script ensures the right words are used to greet the customer.

Level of Performance: Your responses to the items on the Self-Check should match the Self-Check Model Answers. If you missed some points or have questions, review the Information Sheet or consult with your mentor.

PRACTICE EXERCISE

DIRECTIONS:

- **Review** your ability to greet customers by using the following checklist as a guide.
- **Discuss** with your co-worker the fundamental factors that affect the process of greeting customers.
- **Practice** each stage of greeting customers and the factors that impact them.
- **Ask** your co-worker to use the checklist to evaluate your ability to greet customers.

Greeting Customers			
Topics	Level of Performance		
	Yes	With Help	No
When greeting customers, the learner...			
1. Acknowledged the customer's presence.			
2. Introduced himself/herself to the customer.			
3. Welcomed the customer using the dealership scripted statement.			
4. Identified the customer's body language to determine an appropriate response.			

Level of Performance: When you are finished with this Practice Exercise, you should be able to comfortably discuss and perform any of the actions included in it. Your ratings on the checklist for this Practice Exercise should be **Yes** for all items. If you received **With Help** or **No** ratings for any items, review your performance with your mentor.

LEARNING EXPERIENCE #2

ENABLING OBJECTIVE #2: Practice determining customer's basic service needs.	
Learning Activities	Special Instructions
Read the Information Sheet titled “Determining Your Customer’s Needs” on pp. 11-15. Observe an experienced co-worker as he/she interacts with the customer to identify the customer’s service needs. Note the Q&A (questions and answers) dialogue between them. You may wish to practice question and answer techniques that will make it easier for you to determine your customer’s basic service needs (see p. 15). Demonstrate your ability to determine your customer’s basic service needs by completing the Self-Check on p. 16. Check your answers against the Self-Check Model Answers on p. 17. Practice your skills in determining your customer’s basic service needs while an experienced co-worker observes and offers help, as needed. Ask your co-worker to use the checklist titled “Determining Customer’s Needs” on p. 18 to assess your progress. Arrange to complete this Learning Guide titled <i>Determine Customer’s Service Needs</i> by asking your mentor to evaluate your performance using the criteria in the Performance Test on p. 19.	Ask your mentor to suggest an experienced co-worker with whom you can discuss your ideas. Ask your mentor to suggest a co-worker who can observe and help you with your practice sessions and the Performance Checklist.

INFORMATION SHEET

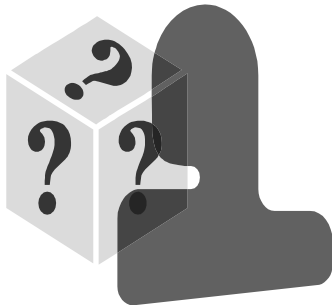
DETERMINING YOUR CUSTOMER'S NEEDS

To solve your customer's basic service problem, you need to ask the right questions and get informative answers. It often takes good people skills and a few years' experience before you excel at figuring out the problem when the customer is not good at describing it.

In a brief chat with the customer, you must find out about the RV problem, and you might also discover other important information, such as the customer's timeline, priorities, and budget for repairs. Also, you might have an opportunity to educate your customer.

Asking Effective Questions

There are questions...and then there are questions. By avoiding questions that can be answered YES or NO, we often get better information from the customer.



Questions and answers (Q&A) must be a two-way communication between you and the customer. Q&A should help both parties understand the problem. Good questions make a person think. In a service situation, you might use a question to have the customer really think about the problem. The Q&A might be the first time the customer really puts into words what is going on with the RV. When you get the, "Oh, yeah, I probably should tell you that _____..." response, you know your Q&A has sparked some more thought. The result might be some very useful information.

Basically you have two types of questions to ask: *broad* and *focused*. Use broad questions to start your discussion. You probably will not get specific information from broad questions. Here are some types of broad questions, each with an example:

- Open-ended question: *What brings you into our repair department today?*
- Evaluation question: *What do you think is going on?*
- Prediction question: *What happens when you experience this problem?*
- Opinion question: *Do you feel that the problem might occur in any other situation?*

Use focused questions to get specific information. They often follow a broad-based question and probe for details. Here are some types of focused questions, each with an example:

- Fact question: *Exactly what brings on the problem?*
- Definition question: *What do you mean by **ping** (or some other word the customer has used)?*
- Category question: *Is there anything in common with all the problems we are discussing?*
- Confirming question: *Do you remember having this happen previously?*

INFORMATION SHEET (continued)

Getting Important Information

Many customers will provide only a short description of the RV's problem. They might not know a lot about what is going on, or they might not like to talk. So you will need to figure out which systems are affected, what other problems exist, and to what degree the problems might be connected.

Make it clear that you have enough time to talk to the customer. If the customer can provide detailed information, so much the better. Any specifics about the RV's condition and any other symptoms will be useful. The results of a good Q&A can save money by cutting the diagnostic time. In addition, a complete service and repair history can help a technician pinpoint a problem.

A comfortable Q&A encourages the customer to take an active role in the repair process. He/she will be engaged in supplying as much information as possible. Most customers have some opinions or observations about the problem.

Here are some questions you can ask the customer. Since the customer has been riding in the RV, answers to these questions can help point to the cause of a problem:

- Has this ever happened before?
- Have you taken the RV to another shop for the same/similar problem?
- Have you noticed any fluid leaking out of the RV? Are there spots on the cement under your parking place? What is the color of the leaking or spot fluids? Are the fluids thick or watery?
- What were the weather conditions when the problem first occurred?
- Does the problem occur when turning, while braking, while driving over bumps, or during normal driving?
- Are there any unusual gauge readings or service lights in the dash display?
- Does the problem occur when the RV is started? Or does it occur later (how much later)?

Educating Your Customer

When talking with a customer, you can teach that person something about his/her RV. You have knowledge that you can pass along to the customer. For example, you can tell the customer the warning signs of the current problem. You can point out that early attention to such problems can avoid more costly repairs, longer down time, or ultimately, being stranded when a complete breakdown occurs.

You can talk about the "personality" of the person's RV. Tell the customer to get to know the usual noises, vibrations, and smells that happen when everything is working just fine. Tell the customer that it will take at least a couple of weeks in the RV to really get to know what is normal for that RV. Mention that by driving over a variety of roads and in different weather, the customer will get to really know the vehicle.

INFORMATION SHEET (continued)

What else can you suggest to the customer? Tell him/her to:

- Read the owner's manual to learn about the RV's systems and components
- Follow the recommended service schedules; keep a log of all repairs and service
- Listen for unusual sounds, odors, drips, leaks, smoke, warning lights, and gauge readings
- Pay attention to changes in acceleration, engine performance, gas mileage, and fluid levels
- Look for worn tires, belts, and hoses
- Pay attention to problems in handling, braking, steering, and with vibrations

Working with the Customer

There are two steps in determining the customer's basic service needs:

1. Identify the reason for the visit (e.g., to make an appointment, confirm an appointment, obtain service or some item from another department).
2. Introduce the customer to the correct department (if not the Service Department) such as parts, sales, etc.

To clearly determine the customer's reason for a visit, make sure you use an effective Q&A process. Be sure to repeat back to the customer exactly what you think the customer wants or needs. Armed with enough information from the customer and a complete knowledge of the services your dealership can provide, you can identify the customer's needs.

If you see that you cannot meet the customer's needs, decide *which* department can meet the need. Think about what person in that department would be the best person to speak with the customer. Check the daily work schedule to make sure that person is currently at work. If the customer has the name of someone in another department, find out if that person is at work. Avoid sending the customer to the wrong department or wasting his/her time. Avoid situations that could frustrate the customer.

If the customer needs to go to a different department in your dealership, make sure either you or someone else *takes* the customer there. That one, simple act of courtesy has a huge impact on customer satisfaction. Know when other departments in your dealership are open for business. Not every department might have the same hours. For example, the Service Department might be open earlier and stay open later than the counter sales area. Be sure to give such information to the customer. If the customer must wait for another department to open, take the customer to a waiting area. When you leave the customer, repeat the opening time for the other department.

Such simple acts can have a big impact on your customers. It takes only a moment to do something that builds or ruins your dealership's reputation. Make courtesy a big part of your customer service. Do the little things that build customer loyalty. Not only will you meet your customers' needs, but also they will tell their friends and fellow RVers. It will be good for your business!

INFORMATION SHEET (continued)

Professional Questions and Answers

You may wish to practice asking appropriate questions and achieving useful answers as they relate to determining your customer's service needs.

Work with your mentor or an experienced co-worker in several scenarios that could occur when a customer contacts you for service. Have your mentor take the role of the customer, and you maintain your usual role as Service Writer/Advisor.

Act out one or more of the following scenarios, using question and answer techniques to determine the customer's needs. At the end of each scenario, the mentor should point out strengths and weaknesses of your role play. When weaknesses are noted, the mentor should suggest words or actions that would improve the quality of the Service Writer/Advisor's role play. If you wish, go ahead and act out the role play – again – after suggestions have been made.

1. The customer is hearing a strange noise in his/her RV. But the person does not know a lot about mechanical issues. Your task is to coax out as much information as possible without making the person too self-conscious about his/her lack of knowledge.
2. The customer had a "bad experience" on the last visit and is visiting the Service Department for a second visit to correct a problem. This customer has some negative attitude and impatience with the situation.
3. The customer needs several repairs; some of them will take time. Of course, it's nice weather and the customer is anxious to get on the road. The shop is full of RVs whose owners all want to get on the road, too.



Points to remember:



- The methods of how a Service Writer/Advisor determines a customer's basic service needs are similar from place to place, but your company might have some specific procedures that vary from the above descriptions.
- Therefore, refer to your company operations manual for the specifics of your store's methods and significant factors related to techniques for determining a customer's basic service needs.

INFORMATION SHEET (continued)

TOOLS, EQUIPMENT, SUPPLIES, AND MATERIALS

Successfully determining a customer's needs requires the following tools, equipment, supplies, or materials:

- Telephone
- Public address/intercom system
- Scheduler (to know who is working at what times, on what days)
- Posted hours for each department in your dealership
- List of equipment and services available in your dealership

WORKER BEHAVIORS

Worker behaviors play a key role in your success in determining your customer's basic service needs. Success will depend on whether you demonstrate the following behaviors or personal attributes:

- Caring
- Cheerful attitude
- Good listener
- Polite
- Courteous

SELF-CHECK

DIRECTIONS: Check your knowledge of how to determine a customer's basic service needs by responding to the following questions. For True/False questions, circle "TRUE" if the statement is correct, and circle "FALSE" if the statement is incorrect. For multiple choice questions, select the response that is most correct. For short answer questions, write a brief response to the question. Check your answers with those on the Self-Check Model Answers page that follows.

1. As long as you ask enough questions, you can get all the information needed from a customer.

TRUE
FALSE

2. In general, questions fit into two categories: those with "Yes" answers and those with "No" answers.

TRUE
FALSE

3. "What do you think is going on with your RV?" is an example of what kind of question?

- a. Open-ended.
- b. Evaluation.
- c. Prediction.
- d. Opinion.

4. If you get a good Q&A going with the customer, it is much more likely that the customer will:

- a. Be more likely to pay the bill on time.
- b. Take an active role in the repair process.
- c. Have fewer complaints to the manager.
- d. Be willing to wait longer for the repair.

5. There are many questions you can ask a customer when probing for more information. List at least four of the seven suggested questions that were presented in this Learning Experience.

6. When trying to educate a customer, there are several suggestions you can make. These suggestions point to behaviors the customer can use to learn more about the correct operation of his/her RV. List at least four of the six suggestions presented in this Learning Experience.

SELF-CHECK MODEL ANSWERS

DIRECTIONS: Compare your answers to the Self-Check with the Model Answers provided below.

1. FALSE Asking many questions does not guarantee that the questions will get you the needed information. Questions and answers are a two-way communication. Getting good information is based on asking well-structured questions.
2. FALSE Questions fall into two categories, broad and focused.
3. b. This is an evaluation (focused) question.
4. b. The customer will take a more active role in the repair process.
5. POSSIBLE RESPONSES
 - Has this ever happened before?
 - Have you taken the RV to another shop for the same/similar problem?
 - Have you noticed any fluid leaking out of the RV? Are there spots on the cement under your parking place? What is the color of the leaking or spot fluids? Are the fluids thick or watery?
 - What were the weather conditions when the problem first occurred?
 - Does the problem occur when turning, while braking, while driving over bumps, or during normal driving?
 - Are there any unusual gauge readings or service lights in the dash display?
 - Does the problem occur when the RV is started? Or does it occur later (how much later)?
6. POSSIBLE RESPONSES:
 - Read the owner's manual to learn about the RV's systems and components
 - Follow the recommended service schedules; keep a log of all repairs and service
 - Listen for unusual sounds, odors, drips, leaks, smoke, warning lights, and gauge readings
 - Pay attention to changes in acceleration, engine performance, gas mileage, and fluid levels
 - Look for worn tires, belts, and hoses
 - Pay attention to problems in handling, braking, steering, and with vibrations

Level of Performance: Your responses to the items on the Self-Check should match the Self-Check Model Answers. If you missed some points or have questions, review the Information Sheet or consult with your mentor.

PRACTICE EXERCISE

DIRECTIONS:

- **Observe** an experienced co-worker determining a customer's basic service needs.
- **Practice** your skills in determining customer needs while an experienced co-worker observes and offers help, as needed.
- **Ask** your co-worker to use the checklist below to evaluate your strengths and identify areas for improvement.
- **Practice** until a **Yes** rating is achieved on all items.

Determining Customer's Needs			
Topics	Level of Performance		
	Yes	With Help	No
When determining a customer's basic service needs, the learner...			
1. Identified correctly the customer's reason for the visit.			
2. Provided examples of both broad and focused questions.			
3. Introduced the customer to the correct department.			
4. Provided examples of activities that will help a customer learn more about proper RV operations (or the existence of problems).			

Level of Performance: When you are finished with this Practice Exercise, you should be able to comfortably discuss and perform any of the actions included in it. Your ratings on the checklist for this Practice Exercise should be **Yes** for all items. If you received **With Help** or **No** ratings for any items, review your performance with your mentor.

PERFORMANCE TEST

Learner's Name	Date		
Competency: A-1 Determine Customer's Service Needs	1 st	2 nd	3 rd
Mentor's Signature/Approval	OVERALL EVALUATION		
Directions: Your mentor will provide you with one or more opportunities to determine customer's service needs . You are to perform the actions needed to deal with the situation(s) in a way that meets company requirements and ethical business practices. Your mentor will evaluate your performance using the criteria listed below.	Level Achieved	PERFORMANCE LEVELS	
		4 – Can perform this skill without supervision and with initiative and adaptability to problem situations.	
		3 – Can perform this skill satisfactorily without assistance or supervision	
		2 – Can perform this skill satisfactorily, but requires some assistance and/or supervision.	
		1 – Can perform parts of this skill satisfactorily, but requires considerable assistance and/or supervision.	
	Mentor will initial level achieved.		

PERFORMANCE STANDARDS For acceptable achievement, all items should receive a "Yes" or "N/A" response.	Yes	No	N/A
When greeting customers, the learner...			
1. Acknowledged the customer's presence.			
2. Introduced himself/herself to the customer.			
3. Welcomed the customer using the dealership scripted statement.			
4. Identified the customer's body language to determine an appropriate response.			
When determining a customer's basic service needs, the learner...			
5. Identified correctly the customer's reason for the visit.			
6. Provided examples of both broad and focused questions.			
7. Introduced the customer to the correct department.			
8. Provided examples of activities that will help a customer learn more about proper RV operations (or the existence of problems).			

Level of Performance: All items must receive a YES or NA response. If any items receive a NO response, consult with your mentor to determine what additional activities you need to achieve competency in the weak area(s).

