NAME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SCHOOL \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What specific things can you do to improve your people skills?
2. What actions and comments contribute to common stereotypes about PC technicians?
3. How does professionalism affect customer satisfaction?
4. How does respect affect your actions towards customers?
5. Why should you avoid jargon and acronyms when dealing with customers?
6. What should you do if you get a phone call while at a customer site?