

Guest Services Guide Answer Key

Carefully read each question and circle the correct answer.

1. Which of the following is not a characteristic of an exceptional coordinator?
 - a. Understanding
 - b. Gum chewing
 - c. Sense of Humor

2. Guests should wait no longer than _____.
 - a. 5 minutes
 - b. 15 minutes
 - c. 10 minutes

3. Which of the following is one of the 3 non-negotiables?
 - a. Smile & make eye contact
 - b. Offer a beverage
 - c. Say "My pleasure!"

4. What is the number one goal?
 - a. Gather the guest's information
 - b. Provide legendary customer service
 - c. Bring the client back

5. Acknowledge the guest within _____ after initially entering your school.
 - a. 30 seconds
 - b. 15 seconds
 - c. 3 seconds

6. Which of the following is not one of the big three upservices?

a. Make-up application

b. Brow wax

c. Color

7. Always be _____ while you are at the front desk.

a. awake

b. attentive

c. blunt

8. The "S" in B.L.A.S.T. stand for what?

a. Sincere

b. Suggest

c. Solve

9. Which of the following is not one of the 3 steps of service?

a. Use the guest's name at least 3 times

b. Anticipate the guest's needs

c. Fond Farwell

10. Always remember we are here for our _____.

a. guests

b. paycheck

c. enjoyment