

Guest Services Guide

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