



Here are some tips to help you choose the best answer:

1. If there is a minor problem with co-workers and customers, first try to handle the problem on your own—without your supervisor. If the problem persists, then get your supervisor to help.
2. If there is an issue of safety or ethics (such as stealing), always go to your supervisor first. Do not try to handle the problem on your own.
3. Remember “the customer is always right.” Good customer service is very important so taking care of the customer’s needs is a priority. Sometimes, you have to apologize to a customer, even when it is not your fault.
4. Employees should accept constructive criticism (feedback) from their supervisors without arguing.
5. When using a rating scale, remember to “avoid the middle.” Responding either “Strongly Agree” or “Strongly Disagree” is recommended over “Agree,” “Neither Agree or Disagree,” or “Disagree.”
6. Employers are looking for applicants who are reliable (they come to work on time), accurate (they do their work correctly), and efficient (they complete their work on time).