**Tell Us More...**

**Name:**

**Date:**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I put a lot of effort into the work I do.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>2</td>
<td>I enjoy working on more than one thing at a time.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>3</td>
<td>I have never stolen anything in my life.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>4</td>
<td>I often set my own goals for getting things done.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>5</td>
<td>I am good at figuring out what needs to be done next and starting it.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>6</td>
<td>I ask questions if I do not understand.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>7</td>
<td>Sometimes it is hard to understand what others want me to do.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>8</td>
<td>Others are surprised at how much work I can do.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>9</td>
<td>I enjoy meeting new people.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>10</td>
<td>I am always on time.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>11</td>
<td>I like to take on more work.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>12</td>
<td>I can calm down an angry person.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>13</td>
<td>I learn quickly.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>14</td>
<td>I am good at following instructions.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>15</td>
<td>As soon as I finish a task, I look for something else to start.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>16</td>
<td>I could get along with just about anyone.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
<tr>
<td>17</td>
<td>Sometimes I’m late.</td>
<td>SD</td>
<td>D</td>
<td>N</td>
<td>A</td>
</tr>
</tbody>
</table>

*Continue Tell Us More... on back.*
18. Several customers are waiting for service. Some are becoming angry. You and the other employees are not keeping up with the work. You can see more customers heading your way. What would you do?

☐ Suggest to the employees working with me that we all work more quickly.
☐ Tell the supervisor that he should ask some customers to come back later.
☐ Phone other employees and ask them to come to work to help.
☐ Focus on my job and try to work as quickly as I can.
☐ Wait. If business does not slow down in 30 minutes, then do something about it.

19. When someone yells at me, I...

☐ Avoid that person for a while.
☐ Ask the person why they are angry.
☐ Apologize right away.
☐ Defend what I did.
☐ Become angry.

20. Which of the following best describes your attendance record at school?

☐ I was absent a lot.
☐ I was absent somewhat more than others.
☐ I was absent, but no more than anyone else.
☐ I was almost never absent.
☐ I did not attend school.

21. A customer is asking questions that another employee is unable to answer. You know the answers, but the other employee has not asked for help. What would you do?

☐ Wait until the other employee asks for my help.
☐ Step in and provide the answers to the customer.
☐ Ask if I can be of help.
☐ Let my supervisor know about the situation.

22. Compared to others, the amount of effort I put into my work is:

☐ Much less.
☐ Less.
☐ About the same as others.
☐ More.
☐ Much more.

23. You are helping a customer who does not speak clearly and is hard to understand. What would you do?

☐ Ask a supervisor to talk to the customer.
☐ Listen carefully to the customer. Guess what was said.
☐ Ask the customer to wait. Find someone who can understand her.
☐ Ask the customer to come back later when there will be someone available to help.
☐ Apologize for not understanding. Ask the customer to speak more slowly.

24. While you are working, a customer comes over and starts talking to you about the latest celebrity gossip. You are very busy. What would you do?

☐ Suggest he talk with another customer.
☐ Continue to listen to the customer so the customer is not annoyed.
☐ Get another employee to talk to the customer until they leave.
☐ Politely tell the customer I have to get back to work.
☐ Keep working and pretend to listen.

25. A customer is angry because he received the wrong order. He swears at you. What would you do?

☐ Tell him he is being rude and that he should calm down.
☐ Ask a manager to handle the customer.
☐ Tell him he is speaking rudely and walk away.
☐ Ask another Team Member to talk to the customer.
☐ Listen patiently and apologize.