

Let's celebrate what we have learned

Please answer the following questions:

- 1) The number one reason for screening volunteers is to:
 - a. Discourage volunteerism
 - b. Keep predators and others with troubling backgrounds out
 - c. Make persons past indiscretions public information

- 2) The ABC's of customer service are, be appreciative, be balanced, be congruent.
TRUE FALSE

- 3) What matters most in connecting with customers is just that "connecting".
TRUE FALSE

- 4) Finish this sentence, LABEL_____.

- 5) What kids hear about themselves is the basis for:
 - a. their attitude
 - b. their self-view
 - c. their disrespectfulness

- 6) When working with people with disabilities you should be:
 - a. condescending
 - b. patient
 - c. assertive

- 7) The volunteer's primary role in managing risk is to be observant and take appropriate action to correct hazards.
TRUE FALSE

- 8) When communicating rules and regulations always state," the policy is".
TRUE FALSE

- 9) Volunteers must give respect to gain respect.
TRUE FALSE

- 10) The four cornerstones of self-esteem are:
 - a. Belonging, Selfishness, Dignity, Control
 - b. Belonging, Worthiness, Dignity, Control
 - c. Belonging, Worthiness, Egocentric, Control