

2024 Customer Service Quiz Responses

Total Points	Email	Name	Which Cons...	Q1 - Which of t...	Q1 - Points	Q2- Can a cust...	Q2 - Points	Q3 - Where sh...	Q3 - Points	Question 4 Wh...	Q4 - Points	Question 5 Per...	Q5 - Points	Question 6 Wh...	Q6 - Points
✓ 11	jlaros@grandriver.ca	Bruce Willis	Brant CA	Managing land holdings in a responsible and sustainable way	0	No	0	Both A and C	1	Setting a customer to the transaction, with full and complete customer information.	1	A and C only	1	Greet, Ask, Listen, Act, & Thank	1
⊗ 3	jlaros535@gmail.com	Take 40000	Byng Island CA	Connect people to the environment through outdoor experiences	1	They must pay upon entry but can obtain a refund if they are back within 15 minutes	1	Both A and C	1						
✓ 13	jlaros@grandriver.ca	Gerard Butler	Byng Island CA	Connect people to the environment through outdoor experiences	1	They must pay upon entry but can obtain a refund if they are back within 15 minutes	1	Both A and C	1	Setting a customer to the transaction, with full and complete customer information.	1	All of the above	0	Greet, Ask, Listen, Act, & Thank	1
⊗ 9	jlaros@grandriver.ca	Arnold Schwarznegger	Conestogo Lake CA	Connect people to the environment through outdoor experiences	1	They must pay upon entry but can obtain a refund if they are back within 15 minutes	1	Both A and C	1	Setting a customer to the transaction, with full and complete customer information.	1	A and C only	1	Greet, Ask, Listen, Act, & Thank	1
✓ 13	jlaros@grandriver.ca	Jennifer Anniston	Conestogo Lake CA	Connect people to the environment through outdoor experiences	1	They must pay upon entry but can obtain a refund if they are back within 15 minutes	1	Both A and C	1	Discussing the terms of use.	0	A and C only	1	Greet, Ask, Listen, Act, & Thank	1
✓ 11	jlaros@grandriver.ca	Liam Neeson	Elora Gorge CA	All of the above	0	They must pay upon entry but can obtain a refund if they are back within 15 minutes	1	Both A and C	1	Setting a customer to the transaction, with full and complete customer information.	1	A and C only	1	Greet, Ask, Listen, Act, & Thank	1
✓ 12	jlaros@grandriver.ca	Meryl Streep	Elora Gorge CA	Connect people to the environment through outdoor experiences	1	They must pay upon entry but can obtain a refund if they are back within 15 minutes	1	GRCA social media pages	0	Setting a customer to the transaction, with full and complete customer information.	1	A and C only	1	Greet, Ask, Listen, Act, & Thank	1
✓ 12	jlaros@grandriver.ca	Angelina Jolie	Elora Quarry CA	Connect people to the environment through outdoor experiences	1	They must pay upon entry but can obtain a refund if they are back within 15 minutes	1	Both A and C	1	Giving the card to the customer without packaging it into the membership folder.	0	A and C only	1	Greet, Ask, Listen, Act, & Thank	1
✓ 10	anonymous	Ethan Leihner	Guelph Lake CA	Managing land holdings in a responsible and sustainable way	0	They must pay upon entry but can obtain a refund if they are back within 15 minutes	1	Both A and C	1	Giving the card to the customer without packaging it into the membership folder.	0	A and C only	1	Greet, Ask, Listen, Act, & Thank	1
✓ 10	jlaros@grandriver.ca	Jennifer Lawrence	Guelph Lake CA	Connect people to the environment through outdoor experiences	1	They must pay upon entry but can obtain a refund if they are back within 15 minutes	1	Both A and C	1	Giving the card to the customer without packaging it into the membership folder.	0	A and C only	1	Greet, Ask, Listen, Act, & Thank	1
✓ 11	jlaros535@gmail.com	Fingers Crossed	Laurel Creek CA	Connect people to the environment through outdoor experiences	1	They must pay upon entry but can obtain a refund if they are back within 15 minutes	1	Both A and C	1	Setting a customer to the transaction, with full and complete customer information.	1	A and C only	1	Greet, Ask, Listen, Act, & Thank	1