



PUBLIC RELATIONS TRAINING VIDEO

Date: _____ **Time:** _____ **Printed Name:** _____

This exam is meant to determine your comprehension of the SGM training video titled above. Please read each question carefully and select what you feel is the correct answer. Place an X on the line to the left of your answer. Upon completion of the test, return it to the instructor. You must answer at least 8 questions correctly in order to pass this exam. If you answer less than 8 questions correctly you will be required to be retested.

1. A security officer should always remain polite, respectful and sensitive to the person being served.
 True False
2. Applying customer relations for security officers is basically the strategy of politely promoting and communicating with your supervisors.
 True False
3. Constant negative encounters by security officers with customers could result in the company losing the contract.
 True False
4. As a security officer part of your duties is to be there to help customers, tenants and the public.
 True False
5. Part of customer relations is keeping your composure even when provoked.
 True False
6. If you know you are right it is OK to argue with a customer.
 True False
7. If the person you come in contact with is being aggressive, avoid physical contact if at all possible.
 True False
8. Failing to follow through when someone tells you about an incident is not an important part of public relations.
 True False
9. Never let it appear that you are talking down to someone.
 True False
10. When you are performing your duties do not be prejudiced or give someone preferential treatment.
 True False



Answer Key
PUBLIC RELATIONS
TRAINING VIDEO TEST

Question #	Answer
1	True
2	False
3	True
4	True
5	True
6	True
7	False
8	False
9	True
10	True