

## Multiple Choice Quiz Hazards and risks

Please complete the following quiz by circling one of the letters within each question to indicate your answers for each question.

**1.) What is a hazard?**

- A. Something that can cause harm or injury to a person/people
- B. A purposeful assessment of the environment
- C. Something that requires control measure
- D. None of the above

**2.) What is a risk?**

- A. The management of the environment
- B. The probability of an accident happening
- C. The likelihood of someone being harmed or injured as a result of a hazard
- D. None of the above

**3.) What is a risk assessment?**

- A. A written essay of the environment
- B. A checklist that identifies hazard and risks
- C. A formal meeting between staff
- D. None of the above

**4.) What is the purpose of a risk assessment?**

- A. They can help you eliminate risks and input control measures
- B. Enable you to create a learning environment
- C. Allow you to create safety rules and routines
- D. None of the above

**5.) An employee who spots a risk in the workplace should?**

- A. Ignore the risk
- B. Report it to the health and safety officer
- C. Report it to a supervisor
- D. Make it safe before management sees it

**6.) From the following options, what is the best way to control hazards in the workplace?**

- A. Replace the hazard for a less risky option
- B. Eliminate the hazard completely from the workplace
- C. Use personal protective equipment (PPE)
- D. Have rules to help people avoid hurting themselves

# Multiple Choice Questions On Customer Service

**Eberhard Eugen Scheuing**



## **Multiple Choice Questions On Customer Service:**

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*Customer Satisfaction* Nigel Hill, Greg Roche, Rachel Allen, 2007 This book does a tremendous job of bringing to life customer satisfaction and its significance to modern businesses The numerous examples contained within the book's pages have proved a fresh and continuous source of inspiration and expertise as I work with my organisation in helping them understand why we should do what matters most to our customers and the lasting effect such actions will have on both our customer loyalty and retention The authors are to be commended

*Essentials of Business Research* Jonathan Wilson, 2010-05-05 *Essentials of Business Research* A Guide to Doing Your Research Project is a concise accessible student case orientated text that also considers the importance of the supervisor in the dissertation process This book aims to guide the student through the entire research process by using actual student case examples and explaining the role of the supervisor and how to meet their expectations

*Personnel Selection and Classification* Michael G. Rumsey, Clinton B. Walker, James H. Harris, 2013-05-13 Bringing together several key elements needed to identify the most promising themes for future research in selection and classification this book's underlying aim is to improve job performance by selecting the right persons and matching them most effectively with the right jobs An emphasis is placed on current innovative research approaches which in some cases depart substantially from traditional approaches The contributors consisting of professionals in measurement personnel research and applied and military psychology discuss where the

quantum advances of the last decade should take us further Comprehensive coverage of the selection and classification domain is provided including a broad range of topics in each of the following areas performance conceptualization and measurement individual differences and selection and classification decision models The presentations in each of these areas are integrated into a set of coherent themes This integration was the product of structured group discussions which also resulted in a further evolution of some of the ideas presented

*Essential Articulate Studio '09* Patti Shank, Jennifer Bircher, 2009-06-23 Essential Articulate Studio 09 is designed to help novice to intermediate users of Articulate Studio 09 get the most from using these tools Presenter Engage Quizmaker and Video Encoder to develop quality informational and instructional materials It was written with the following goals in mind Help new users get up to speed as quickly and painlessly as possible Assist users of previous versions of Articulate Studio and previous versions of Presenter Engage and Quizmaker in capitalizing on improvements made to these tools in the 09 versions Provide tips and tools that make information presentation and instruction faster easier and better Help new and previous users develop information and instruction that is more valuable for the intended audience s This book is unique because it can serve as both a tutorial for the Studio 09 products and as a primer on designing and building good information and instruction with these tools The advice and insights are practical and take into account the we need it yesterday environments that most people who use these tools operate in Many books about online learning discuss how to build good instruction but this book actually shows you how to build it using some of the best authoring tools in the industry

*Customer Service as Essential Corporate Strategy* Eberhard Eugen Scheuing, 1991 *Managing Business and Professional Communication* Carley H. Dodd, 2008 Business and Professional Communication provides the reader with the strategies they need to effectively manage communication challenges in the workplace Tailoring relevant communication concepts to the unique demands of the workplace environment Business and Professional Communications surpasses the coverage of traditional communication books to address the most recent surveys of expected workplace competencies exhibiting leadership managing organizational culture communication style differences and conflict dealing with difficult people improving diversity and intercultural communication and interviewing selling and negotiating successfully Business and Professional Communication not only prepares the reader for relevant informative and persuasive public presentations in the workplace but also prepares them for managing cultural diversity sales customer service audits briefings reports team building and other communication proficiencies vital for success in the modern workplace

*Health Care Software Sourcebook 1997* Aspen Reference Group, Antosz, 1997 Newly expanded and updated to include over 1 000 software products this latest edition is organized for easy reference by all health care providers and payers Information for each product includes hardware requirements memory and disk space needs operating system and language equipment required supported training maintenance and technical support available prices installation history and a brief description Complete vendor addresses and phone numbers are

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