

Responding to Questions:

L1

If I am not sure what the person just asked me, I can say...

1. "Can you say that again? I want to make sure I understand."
2. "Could you repeat your question?"
3. "Let me think about that for a second."
4. "Were you talking to me? I didn't hear you."

Responding to Questions:

L1

If I don't know the answer to the question I can say...

1. I'm sorry; I don't know the answer to that."
2. "I'm not sure, but you could ask _____ I think that they can answer your question."
3. I don't know but I can find out for you. Just a minute."

Responding to Interruptions:

L1

When someone interrupts me while I am working, I can:

1. Stop! Don't say a word.
2. Take a deep breath.
3. Tell myself "It is ok; I can get back to work in a minute."
4. Smile and try to answer the question.

Responding to Interruptions:

L2

When a co-worker or supervisor comes into the room, I need to look for clues:

1. Where are they looking?
2. Where are they walking to?
3. Are they gesturing or looking for something specific?
4. Do they want me to do something?

Responding to Interruptions:

L2

Stay cool!

1. Take a deep breath.
2. Count to 10 in your head.
3. Ask the person to repeat their question.
4. Respond calmly.
- 5 Tell yourself "great job" for responding appropriately.

Responding to Interruptions:

L2

If a customer asks me "Where can I find...?" I can say:

1. It is on aisle_____.
2. (look around to see if another worker is nearby) "I am not sure but _____ can help you."
3. "I am not sure but I'll go find out for you."