

Shell Rapid LubeSM Training Series
Greeter, Courtesy Technician, Cashier
Participant Worksheets



Greeter, Courtesy Technician, Cashier

Follow these steps during training:

1. The video is divided into several parts. Be prepared to stop after each part.
2. Put the videotape in the VCR and push "play."
3. When the tape indicates a stopping point, pause or stop the VCR. Then, answer the questions on your worksheets concerning the part of the video you just watched.
4. When you have finished viewing all parts of the tape and have answered all the questions, find your supervisor and go over the answers.
5. Be sure to ask your supervisor any questions that may have come up while watching the video.

Training Quiz

The questions are either multiple choice or true/false. Circle your answer.

1. Customers come to Shell Rapid LubeSM because they want fast and friendly service.

True or False

2. The customer greeting is often the weakest link in the customer service chain.

True or False



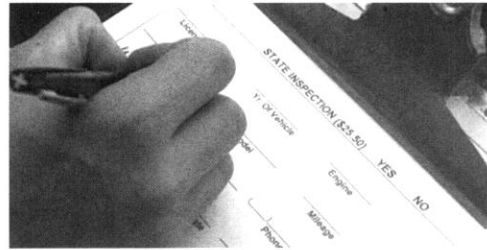
3. Which of the following is not a necessary quality for a Greeter?
- A. friendliness
 - B. motivation
 - C. good with power tools
 - D. a neat and clean appearance
4. When a customer drives up, it's the supervisor's responsibility to notice it.

True or False

5. The Greeter should:
- A. acknowledge a customer within 10 seconds of arrival.
 - B. bend down to customer's eye level.
 - C. suggest Shell Full Service oil change and point out its value.
 - D. all of the above.

6. If you are unsure about a customer's name, spell it the way it sounds.

True or False



(Continue Tape)

7. What information is necessary on the customer write-up?
- A. customer's name and address
 - B. customer's vehicle license plate number
 - C. vehicle make, model and year
 - D. mileage
 - E. all of the above
8. The Courtesy Tech:
- A. prepares vehicles for service.
 - B. drives vehicle into bay.
 - C. both A and B.
 - D. none of the above.

Training Quiz

9. After stopping the vehicle in the bay, put an automatic transmission into park, a manual transmission into neutral, and set the parking brake.

True or False



10. Which of the following services does the Courtesy Technician not do?
- A. check wiper blades
 - B. check the oil level on the dipstick.
 - C. check tire pressure.
 - D. vacuum the car interior.

11. After driving the car out of the bay, the Courtesy Technician should leave the paper floor mats and seat covers to prove that work was done on the car.

True or False

(Continue Tape)

12. The Cashier has the power to leave the customer with a final positive impression.

True or False

13. The Cashier should wait on all customers before answering the phone.

True or False



14. The three part greeting is "Hello," "Who is it?" and, "Can you hold?"

True or False

15. Callers often ask for:

- A. directions.
- B. hours of operation.
- C. two references.
- D. both A and B.



16. The Cashier:

- A. gives the customer a copy of their invoice, listing all services performed.
- B. mentions that Shell Rapid LubeSM keeps track of the customer's maintenance records.
- C. thanks the customer and asks for their repeat business.
- D. all of the above.

17. Referring to the customer by name makes him or her feel special.

True or False

Coach's Notes

Make any comments here about the trainee's knowledge level and whether or not additional coaching is needed. Keep this training record in trainee's file.

Trainee Signature: _____

Supervisor Signature: _____

Date: _____