
Name/Employee #

Date

FBO/ASO Location

Score

This exercise contains completion, matching, multiple choice and true/false questions. These questions are derived from material presented in both the video tape and the corresponding section of the E.C.R.G. Read each question carefully and review your answers before returning the test to your instructor.

OVERVIEW

1. In addition to handling aircraft and equipment, your primary job function is to take care of _____.

THE INDUSTRY AND ITS CLIENTELE

2. General aviation is defined as all aviation activity with the exception of the airlines and the military. What are the two primary segments of general aviation?

- a. _____
- b. _____

3. What percentage of the corporate aircraft operated worldwide are in North America?

- a. 25%
- b. 60%
- c. 90%

4. _____ (True or False) Each day, more people fly general aviation aircraft than all the airlines combined.

THE CUSTOMERS WORLD

5. Why do people own and fly on general aviation aircraft.

- a. Travel Safety
- b. Travel Comfort
- c. Flexible Schedule/Time Savings
- d. Ability to Land at an Airport Close to Destination
- e. All of the above

6. Name the two specific groups of customers you will be taking care of.

- a. _____
- b. _____

7. _____ (True or False) In most instances, upon arrival of an aircraft, your first priority is to take care of the passengers needs and then the pilots and the aircraft.

METHODS OF GOOD CUSTOMER SERVICE

8. One of the primary customer service functions includes interacting with customers via _____.

9. What is the most important item for providing good customer service?

- a. Communication Skills
- b. Responsiveness
- c. Reliability
- d. Enthusiasm

10. Always maintain good _____ with customers, keeping in mind that you are constantly selling yourself as well as your company.

CUSTOMER SERVICE JOB RESPONSIBILITIES

11. When answering the telephone, after saying "good morning" what are the first two things you should do?

- a. _____
- b. _____

12. _____ (True or False) A customer can usually tell, by the sound of your voice, whether or not you are genuinely concerned and will respond to their needs.

13. You should always take _____ during a telephone conversation.

14. Do not leave anyone on hold for more than _____ minute(s).

15. During air-to-ground communications, you should always _____ any information or data communicated by a pilot.

16. During air-to-ground communications, what must you do prior to speaking into the microphone.

- a. _____

17. If you transmit over the radio when someone else is communicating, you will _____ their transmission.

18. _____ (True or False) When communicating over the radio, it is ok to have a lengthy conversation.

19. _____ (True or False) You should hold the microphone close to your mouth and pause for a moment after keying the mike to be sure your first word is transmitted.

Match the following radio terms with the correct definition.

20. Acknowledge _____ A. Proceed with your message.

21. Affirmative _____ B. Check with originator.

22. Correction _____ C. My transmission is ended and I expect a response from you.

23. Go Ahead _____ D. Yes.

24. Negative _____ E. Authorization to begin.

25. Over _____ F. I have received all of your last Transmission.

26. Proceed _____ G. Let me know you have received and understand this message

27. Roger _____ H. No, or that is not correct.

28. Verify _____ I. An error has been made in this transmission.

29. Stand By _____ J. Repeating transmission.

30. I Say Again _____ K. I must pause for a few seconds.

31. _____ (True or False) When handling customer complaints, you should listen carefully, take notes, and show empathy

towards the customer.

32. There are many other key customer service job functions you will perform, name four of them.

- a. _____
- b. _____
- c. _____
- d. _____

33. _____ (True or False) When performing customer service functions, your job will directly impact someone's safety, security, and travel comfort.

Instructor/Student Test Acknowledgment

I have carefully reviewed each question and answer with the student regarding the material presented in this module. All items were discussed and answered to the satisfaction of the student and instructor.

_____	_____
Instructor	Date
_____	_____
Student	Date

