

Everyday Excellence

I am customer focused

What You Say And How You Say It: On The Phone

April 2016



# I am customer focused

Our customers are behind every decision I make.  
I connect with my customer to create a positive  
experience by listening and asking questions to  
anticipate and identify needs. I collaborate on  
solutions that add value.



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## What You Say And How You Say It: On The Phone

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Quest Performance

What You Say And How You Say It – On The Phone

Please check the rating that reflects your first impression of the Quest Diagnostics professional based on the 1<sup>st</sup> greeting

Greeting 1	Poor	Okay	Very Good
Greeting 2	Poor	Okay	Very Good
Greeting 3	Poor	Okay	Very Good
My Notes			

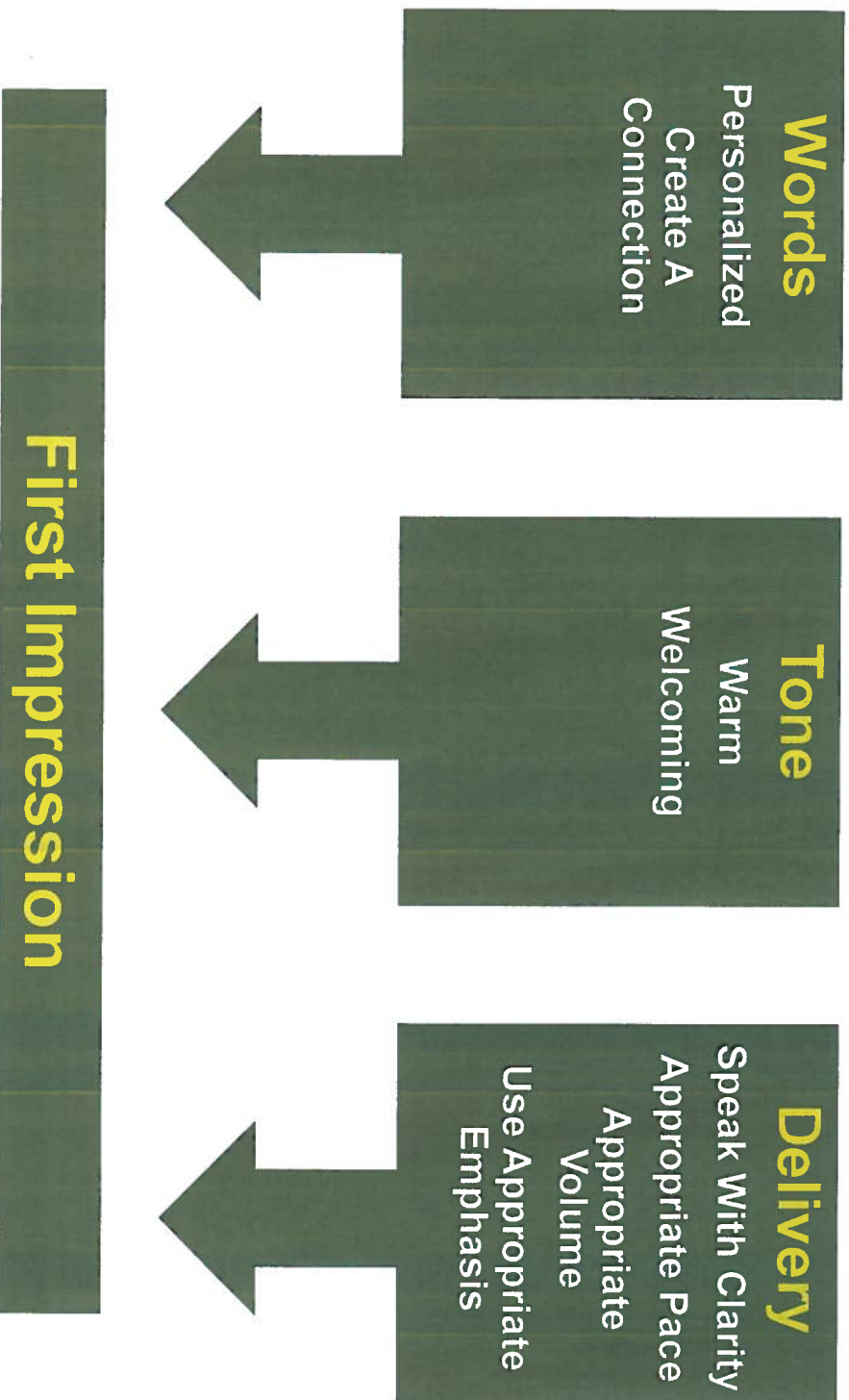
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Based on their greeting, circle the rating that reflects your first impression of the Quest Diagnostics professional.



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## What You Say And How You Say It – On The Phone

Please circle the rating that reflects your first impression of this Quest Diagnostics professional based on his or her greeting.

### Greeting 1

Poor

Okay

Very Good

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### Greeting 2

Poor

Okay

Very Good

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### Greeting 3

Poor

Okay

Very Good

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### My Notes