

Warm-Up: Tone, Professionalism, and Active Listening

Name: _____ Date: _____

Directions: Read each customer service reply. For each one, check whether the tone is friendly or unfriendly, whether the professionalism is high or low, and whether it shows active listening (Yes/No).

Example	Customer Service Reply	Tone	Professionalism	Active Listening
1	<i>"Yeah, we got your order. It'll be ready when it's ready."</i>	<input type="checkbox"/> Friendly <input type="checkbox"/> Unfriendly	<input type="checkbox"/> High <input type="checkbox"/> Low	<input type="checkbox"/> Yes <input type="checkbox"/> No
2	<i>"Thanks for your order! You asked for a 24x36 poster with the blue background, right? We'll have it ready for you by Friday at 3 PM."</i>	<input type="checkbox"/> Friendly <input type="checkbox"/> Unfriendly	<input type="checkbox"/> High <input type="checkbox"/> Low	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	<i>"Your thing will be done sometime next week. Probably."</i>	<input type="checkbox"/> Friendly <input type="checkbox"/> Unfriendly	<input type="checkbox"/> High <input type="checkbox"/> Low	<input type="checkbox"/> Yes <input type="checkbox"/> No

Quick Reflection

1. Which example is the best? _____ Why?

2. Which skill—tone, professionalism, or active listening—do you think is the most important in customer service? Explain:

