

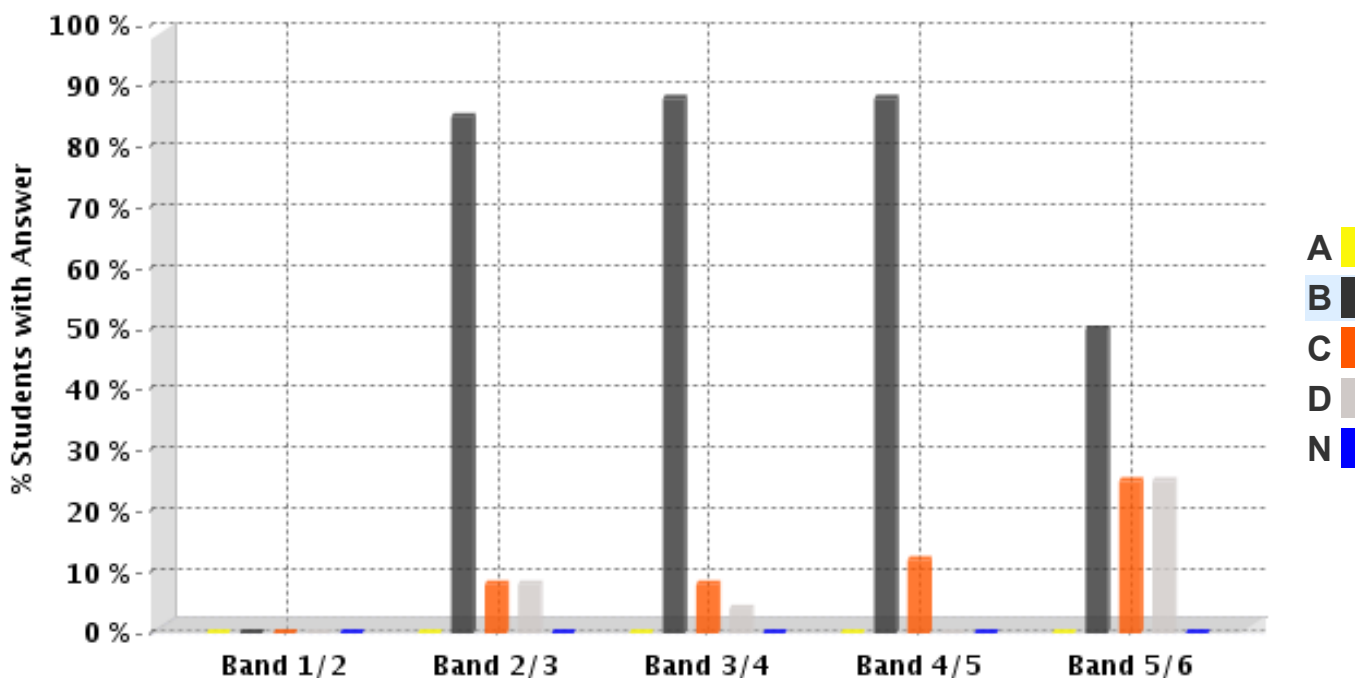
Question 11

A customer is angry and dissatisfied after inspecting the repair of his vehicle.

Which is the most appropriate strategy for dealing with this issue?

- A ✗ Refer the customer to another colleague
- B ✓ Listen to the customer's concerns and alert a supervisor
- C ✗ Calmly explain that the work is within the industry standard
- D ✗ Promptly refer to the vehicle service history on past job cards

HSC Statistics on this Question:



	Band 1/2	Band 2/3	Band 3/4	Band 4/5	Band 5/6
A	0%	0%	0%	0%	0%
B	0%	85%	88%	88%	50%
C	0%	8%	8%	12%	25%
D	0%	8%	4%	0%	25%
N	0%	0%	0%	0%	0%

The table and graph show, for the groups of students whose marks in the examination corresponded to the borderline between two bands, what percentages of each group selected the responses A, B, C and D. N is used to identify: No valid response.