

# DRSG Video Training Program Quiz

## SESSION 1 — Guest vs Customer (Part 1):

What is one of the most powerful tools you can use in sales? \_\_\_\_\_

A customer should be viewed as a \_\_\_\_\_

By communicating \_\_\_\_\_ in how you see and interact with your customers, you will improve \_\_\_\_\_ of your career.

A guest is someone we \_\_\_\_\_. Someone we treat with \_\_\_\_\_

What are some things you can do to give your guest the best experience?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

How can we go the extra mile and make our guests feel their visit is welcomed?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

When we treat our customers as guests they will \_\_\_\_\_ you to their family and friends?

Your guests are \_\_\_\_\_. They are \_\_\_\_\_ seeking to fill their needs with your \_\_\_\_\_.