

**Linscheid Library**  
**Patron Centered Service Quiz**

1. What are the three R's?  
 Respect, responsibility, receptive  
 Respect, responsibility, regard  
 Respect, responsibility, represent
  
2. What are the three P's?  
 Prompt, productive, professional  
 Prompt, ponderous, proud  
 Proud, prim, personable
  
3. Who should you respect?  
 The library, customers, patrons and staff  
 Yourself, staff, customers, the library  
 Yourself, staff, customers
  
4. What should you do when you are at work?  
 Make sure that your clothes and face/hands/hair are clean and neat  
 Be prompt, be productive, and be professional  
 All of the above
  
5. What should you do if you are going to be late or tardy?  
 Call that morning  
 Don't bother, it's just a "student" job  
 Call ahead of time
  
6. What should you be a high standard of?  
 A professional attitude  
 Customer service  
 Yourself  
 All of the above
  
7. If you are not sure of a patron's answer what are you to do?  
 Tell the patron, the truth..."I don't know"  
 Go find someone to help the patron  
 Send them off to find the answer on their own  
 Both A & B