

## 2.2 Professionalism

As you study this section, answer the following questions:

- What specific things can you do to improve your people skills?
- How does professionalism affect customer satisfaction?
- How does respect affect your actions towards customers?
- Why should you avoid jargon and acronyms when dealing with customers?
- What should you do if you get a phone call while at a customer site?

In this section, you will learn to:

- Use proper communication techniques and exhibit professionalism while interacting with clients

This section helps you prepare for the following certification exam objectives:

Exam	Objective
CompTIA 220-1002	<p>4.7 Given a scenario, use proper communication techniques and professionalism.</p> <ul style="list-style-type: none"> <li>■ Use proper language and avoid jargon, acronyms, and slang, when applicable</li> <li>■ Maintain a positive attitude/project confidence</li> <li>■ Actively listen (taking notes) and avoid interrupting the customer</li> <li>■ Be culturally sensitive               <ul style="list-style-type: none"> <li>■ Use appropriate professional titles, when applicable</li> </ul> </li> <li>■ Be on time (if late, contact the customer)</li> <li>■ Avoid distractions               <ul style="list-style-type: none"> <li>■ Personal calls</li> <li>■ Texting/social media sites</li> <li>■ Talking to coworkers while interacting with customers</li> <li>■ Personal interruptions</li> </ul> </li> <li>■ Dealing with difficult customers or situations               <ul style="list-style-type: none"> <li>■ Do not argue with customers and/or be defensive</li> <li>■ Avoid dismissing customer problems</li> <li>■ Avoid being judgmental</li> <li>■ Clarify customer statements (ask open-ended questions to narrow the scope of the problem, restate the issue, or question to verify understanding)</li> <li>■ Do not disclose experiences via social media outlets</li> </ul> </li> <li>■ Set and meet expectations/timeline and communicate status with the customer               <ul style="list-style-type: none"> <li>■ Offer different repair/replacement options, if applicable</li> <li>■ Provide proper documentation on the services provided</li> <li>■ Follow up with customer/user at a later date to verify satisfaction</li> </ul> </li> </ul>

- Deal appropriately with customers' confidential and private materials
  - Located on a computer, desktop, printer, etc.

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