Quiz #5

1. Customer: “I need a heavy duty lock that I can put on my gate, that people won’t be able to cut with bolt cutters, can you give me a few suggestions?”

What choices would you recommend?

1. Customer: “I need a lock with a 3” shackle height for outdoor use and I need them to be keyed alike and want a few choices”.

What lock models would you recommend and why?

1. Can a customer get a model 6121KA keyed to the same key number as “10T001”?

If yes, what cylinder does it use?

If no, why not?

1. Can I take a key for my 7KARSV lock to a locksmith so he can make a copy?
2. What is the longest and shortest cable I can get for a python lock that is all keyed alike?
3. What is model 443 most commonly used on?
4. What color is a model 317KA?
5. How can I get a combination change tool for my model 1175?
6. Customer “I lost the combo to my model 4688D and I see there is a key hole, how can I get the key, I really need to open my lock..?”
7. I want a lock like the 175, but I want my combo to be letters, not numbers.. can you help?
8. If a customer calls and you can’t find their account in MAS by name, what types of questions would you ask, to help locate their account?
9. What is a combo chart?
10. Can institutional locks be sold to an individual?
11. What is the customer sort code for public schools?
12. What is the usual lead time for orders from Master Lock? What verbiage would we use to tell the customer the lead time?
13. What is the usual lead time for Abus orders?
14. What phone number do we use for Abus customer service?
15. If a customer buys a lock that is “KZ” or “zero bitted” what will they need to do to make the locks work?
16. Please provide the complete “reset” instructions for model 175:
17. What is the part number for the Master Key for the 1525 locks and how much is it?
18. Customer: “My son’s combo lock has a key access and I need the key to be able to get into his lock, how can I order that key?”
19. Is the model 99DSPT “California approved”?
20. What are the payment terms for international orders?
21. Will a school get anything free when they buy 1502 or 1525 locks? If so , please list:
22. How many combination possibilities are there on the model 175, 1175, or 178BLK?
23. What is a very popular lock for self storage units?
24. I need to buy extra keys for my Master Lock model 3KA, key number: 0464. Please cut and paste the URL to the webpage where I can order those keys:
25. How long has Hodge Products been in business?
26. What is the campaign code used for?
27. What is our website for safety products?