

Chapter 8 Review Quiz

Instructions: Mark the following as either true (T) or false (F).

1. People aren't always aware of their manners. T F
2. Bad manners can change the way people see and think of you. T F
3. Manners, good or bad, have no impact on customer satisfaction. T F
4. Your manners contribute to your company's image. T F
5. Manners are especially important when you are meeting someone for the first time. T F
6. Good manners usually go unnoticed in the workplace. T F