Klarstig

# Events Product Knowledge Quiz

Use this short knowledge check to discuss sound working practices. Choose one answer for each scenario and explain how you would apply the guidance in your role.

## Contact and reference

**Organization using this document**

**Your name or contact reference ***

**Email for a reply if needed**

## Information for this document

**Learner name or reference ***

**When instructions are unclear what should you do first ***

- ☐ Skip the task without telling anyone
- ☐ Ask the responsible person for clarification
- ☐ Assume the usual approach is acceptable

**What is the best way to document a completed task ***

- ☐ Record the result date and relevant evidence
- ☐ Mark complete before checking the result
- ☐ Rely only on memory

**A customer asks about a feature you cannot verify what should you say ***

- ☐ Promise the feature is available
- ☐ Guess from another product
- ☐ Explain that you will check the approved product information

**What makes a product explanation useful to a customer ***

- ☐ Avoid discussing limitations
- ☐ Connect verified capabilities and limitations to the customer's needs
- ☐ List every feature without context

**How will you apply these principles to your work ***

## Specific details

### Product family or service covered

Complete when relevant to this request.

### Approved sources for features limitations and current specifications

## Operating context

### Event venue and organizing team

Complete when relevant to this request.

### Setup schedule guest access supplier coordination and deadlines

## Limitations and what needs setup

- Submitting the form records the answers in your workspace. It does not approve, schedule, charge or reply on its own unless you add that step to the workflow.
- Email notifications, approval routing, document generation and connections to other systems are available but not switched on until you configure them.

### Want help tailoring this form? Free, Starter and Pro include five personal setup sessions, up to 30 minutes each, per new organization.

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