Klarstig

# Home Services Product Knowledge Quiz

**FICTIONAL EXAMPLE FOR ILLUSTRATION. NAMES, ADDRESSES AND NUMBERS ARE INVENTED.**

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**

Maple Street Community Center

**Your name or contact reference ***

Alex Rivera

**Email for a reply if needed**

alex.rivera@example.com

## Information for this document

**Learner name or reference ***

Alex Rivera

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

Assume the usual approach is acceptable

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

Record the result date and relevant evidence

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

Explain that you will check the approved product information

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

Avoid discussing limitations

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

(Free-text answer - not filled in for this example)

## Specific details

**Product family or service covered**

Complete when relevant to this request.

Operations

**Approved sources for features limitations and current specifications**

(Free-text answer - not filled in for this example)

## Operating context

### Property area and service location

Complete when relevant to this request.

Operations

### Access availability pets parking and property protection arrangements

(Free-text answer - not filled in for this example)

## 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.

Klarstig / Daniel Petry · klarstig.ai · hello@klarstig.ai · support@klarstig.ai · 800-781-1775 · 11917 Laurel Ave., Forestville, CA 95436, USA