

## **IFPO: Security Supervision and Management, 4e**

### **Chapter 11: The Supervisor's Role in Customer Service and Tenant Relations**

1. The supervisor often assumes the role of:

- a. Diplomat
- b. Judge and Jury
- \*c. a and d
- d. Mediator

2. Public relations are x% of the job:

- a. 30%
- b. 60%
- c. 75%
- \*d. 90%

3. The supervisor's role in customer service can be stressful because:

- a. There are just too many people to deal with.
- \*b. The person requesting to speak to the supervisor oftentimes already feels aggrieved or wronged.
- c. Today's multicultural environment means supervisors cannot learn the native languages of all of the people they might encounter.
- d. Security officers have a tremendous responsibility.

4. Tenants can support the security operation by:

- a. Securing doors
- b. Acting as "eyes and ears"
- c. Recognizing the common interest in having a secure, safe environment
- \*d. All of the above

5. Communication can consist of:

- a. Formal meetings with management
- b. Informal meetings with clients/customers
- c. A blog or a newsletter
- \*d. All of the above

### **TRUE/FALSE**

6. The supervisor is the physical manifestation of higher authority.

- \*a. True

b. False

7. Organizational history is static; it never changes.

a. True

\*b. False

8. Active listening is merely paying attention.

a. True

\*b. False

9. Security staff should work with tenants to establish a collaborative relationship on security-related matters.

\*a. True

b. False

10. The presence of establishments that serve alcohol creates (and often complicates) unique security considerations that can be addressed via relationships with the establishment and possibly local law enforcement.

\*a. True

b. False

11. "Broken Windows"; the concept that when a location is unkempt that crime will gravitate to it, is a real issue that security professionals must sometimes address.

\*a. True

b. False

12. Communication cannot occur unless a formal meeting is called.

a. True

\*b. False