



Learning Activity – Answering Questions

Read the following examples of an employee answering questions from the public. Mark an x beside the responses that are **NOT** acceptable.

___ “Can I help you?”

___ “What do you want?”

___ “The lilac path is to your left.”

___ “You can’t walk here!”

___ “Careful, you’ll fall on your bottom.”

___ “Meh, I don’t know.”

___ “I’m not sure, but I’ll find out for you.”

___ “There is an accessible washroom near the park. I’ll get you the key.”

___ “Do ya know where to go?”

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