

312-75^{Q&As}

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QUESTION 1

Which of the following can be done to help minimize distractions?

- A. Ensure learners know the rules for dress and conduct.
- B. Ensure exterior noises or interruptions are controlled as well as possible.
- C. Ensure learners know the schedule for breaks and meals.
- D. All of the above.

Correct Answer: D

QUESTION 2

What is the exam code for E-Commerce Architect exam?

- A. 212-31
- B. 212-32
- C. 212-33
- D. 312-32
- E. 212-34

Correct Answer: B

QUESTION 3

Joe is a student who often asks questions that are NOT directly related to the topic. It is beginning to annoy you and the other students, what is the proper way to handle the above situation?

- A. Criticize Joe in front of the class.
- B. Answer Joe's question immediately after he asks it.
- C. Offer to discuss Joe's questions with him after class.
- D. Privately criticize Joe for asking unrelated questions.
- E. Ignore Joe's questions.

Correct Answer: C

QUESTION 4

Mrs. Swella is instructing her students to be help desk technicians. She wants them to understand the frustration they may experience once on the job.

Which one of the Mowing presentation techniques is correct to use in the above situation?

- A. Role play in which the student plays the help desk technician
- B. Role play in which the instructor plays the help desk technician
- C. A lecture presented on the basic principles of customer relations
- D. Reading assignments on the subject of customer relations

Correct Answer: A

QUESTION 5

During the first lecture of the course, Steve responds to each of your questions and comments on all points. It causes you to lose your train of thought. Misbehavior also appears to bother the other students, but Steve is NOT aware of this. How should you handle the above situation?

- A. Privately ask Steve if he is aware how other students are responding to his behavior. Suggest modifications to his behavior.
- B. Publicly ask Steve if he is aware how other students are responding to his behavior and how it distracts your train of thought.
- C. Do NOT intervene. Steve paid for the course and has the right to behave any way he pleases.
- D. Publicly tell Steve how other students are responding to his behavior and how it distracts your train of thought.
- E. Fill out a counseling form on Steve and advise him of the consequences of continuing his behavior.

Correct Answer: A

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