

Front Desk / Estimator Skills Quiz

Name, Phone, Email

1) A customer has a bill totaling \$1542.50. 40% is billable to the body shop. 25% is billable to the mechanic and the balance is in accessories. How will you split the customer's bill?

2) In what order would you file these customer files: Fairchild, Friar, McKnight, Sandler, Mahoney, Maloney, Fairchild, Major, Scanlon, Melrose

3) There are three bills for Joe when he comes to pay: \$45.78, \$234.90 and \$1,110.60. How much is his total?

4) What do you do when you are on a phone call and another line rings?

5) What steps would you take to print an email attachment and enter customer information from it into the weekly calendar in Outlook?

6) Name three car makes and models:

7) How would you search for a customer address in an ordinary database?

8) What would you do if you have three or four customers hanging around the counter area?

9) How do you copy a formula into a new row in an Excel spreadsheet?