LOMA ACS 100 Module 1 to 5

360-degree feedback - answer A performance evaluation method that solicits feedback about an employee's performance from many sources, including the employee's superiors and peers, any people the employee supervises, and the internal and external customers the employee serves

abandonment rate - answer A performance measure that indicates the percentage of inbound telephone calls that are automatically placed on hold and then termi- nated by the caller before the call is answered by a service provider

accepted standard - answer A performance standard that employees understand and believe to be meaningful, valid, and realistic

account manager - answer See dedicated customer service representative

active listening - answer The process of concentrating entirely on a speaker's verbal and nonverbal communication

ad hoc committee - answer See problem-solving team

adaptor - answer An unconscious body movement that releases some form of tension or emotion

adult ego state - answer A behavior pattern in which a person objectively analyzes data and makes decisions based on this analysis

advisory panel - answer A standing group that meets on a regular basis to provide a com- pany with qualitative information about the company's services and to suggest ways to improve those services

advocates - answer People who are so convinced of a company's merit that they share their strong feelings with family, friends, and acquaintances

affect display - answer A facial expression that people use to show emotion

aggressive behavior - answer A behavior pattern that occurs when a person lashes out at others with little regard for their feelings

ANI - answer See automatic number identification

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Xiaolong Qi

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