

(Key) Anticipation Guide – Business Procedures, Equipment and Technology

Prior to the start of this lesson, place a check mark by each statement you THINK is true. At the conclusion of the lesson reread each statement and place a check mark by each statement you KNOW is true. Provide information that PROVES other statements are not true. You may use the back of this sheet if additional space is needed.

Knowledge before the lesson	Statements	Knowledge after lesson
	1. Quality customer service is the reason why some businesses fail and others not only succeed, but thrive.	✓
	2. Monetary transactions should be handled with honesty and accuracy.	✓
	3. Listening is an inactive process. You must focus on the speaker's face and ears.	Listening is an active process. You must focus on the speaker's face and eyes.
	4. Today's business world does not require a different set of writing skills than previous generations.	Today's business world requires a different set of writing skills than previous generations.
	5. Business finance involves many activities that gather financial data to be analyzed to determine how well the business is doing.	✓
	6. Many businesses use a property management system (PMS) to keep track of information for all of the departments.	✓
	7. Most consumer services establishments use a progress-of-success (POS) system to keep track of various activities in the business.	Most consumer services establishments use a point-of-sale system to keep track of various activities in the business.
	8. Most businesses have individualized documents to be completed daily, weekly, monthly and yearly.	✓