Your Name _____

Answering Inquiries and Requests

1. When you answer "yes" to a request or inquiry, what approach do you use in your message?

   _____

2. What four guidelines should you follow when saying "yes" to an inquiry or request?

   a. _____

   b. _____

   c. _____

   d. _____

3. When you answer "no" to a request or inquiry, what approach do you use in your message?

   _____

4. A negative (no) message has what 3 purposes?

   _____

   _____

   _____

5. How can you take the sting out of a "no" message?

   _____