Sample Questions to Assess Customer Needs

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| # | Sample Question | Customer Response | Evaluation |
| 1 | What is your employment status? |  | I can help with this.  I need to refer this customer to a partner to help with this.  I am not sure how to support the customer and need to check with my supervisor. |
| 2 | What is your educational level? |  | I can help with this.  I need to refer this customer to a partner to help with this.  I am not sure how to support the customer and need to check with my supervisor. |
| 3 | What is your work experience? |  | I can help with this.  I need to refer this customer to a partner to help with this.  I am not sure how to support the customer and need to check with my supervisor. |
| 4 | Are you interested in further education? |  | I can help with this.  I need to refer this customer to a partner to help with this.  I am not sure how to support the customer and need to check with my supervisor. |
| 5 | Do you need assistance in determining a career or career path? |  | I can help with this.  I need to refer this customer to a partner to help with this.  I am not sure how to support the customer and need to check with my supervisor. |
| 6 | Do you have a disability that might make it difficult to work? |  | I can help with this.  I need to refer this customer to a partner to help with this.  I am not sure how to support the customer and need to check with my supervisor. |