



RETIREE SERVICES DESK –
Unit #6 Check-up-on-training

<u>Name:</u>	<u>Active Duty Retiree Services Coordinator:</u>
<u>Date:</u>	<u>Score (6/6 = 100%)</u>

Provide the answers to each question below. You are required to attain 100% to pass.

1) Standard Operating Procedures serve as a tool to: (list 3 items)

- 1.
- 2.
- 3.

2) One of the most crucial aspects of developing trust and establishing professionalism as a volunteer serving at a retiree services desk is maintaining _____.

3) List the volunteer code of conduct.

- 1.
- 2.
- 3.
- 4.
- 5.

4) Clarity in your communication with others will:

- 1.
- 2.



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5) List three log books used to capture retiree services activities:

- 1.
- 2.
- 3.

6) Describe Data collection procedures for the privacy Act requirement of 1974.