



## CMOR-MRA Interviewer Training Modules

### Evaluating Introductions

NAME: \_\_\_\_\_

1. There are two separate components to evaluating introductions, they are:
  - 1) \_\_\_\_\_
  - 2) \_\_\_\_\_
  
2. Building rapport and trust with the respondent will improperly bias survey results:
  - a) True
  - b) False
  
3. The majority of all refusals occur during introductions:
  - a) True
  - b) False
  
4. An effective introduction includes:
  - a) A conversation between respondent and interviewer
  - b) Answered objections with right cue/probe
  - c) Both "a" and "b"
  
5. The term "rapport" is used to denote:
  - a) The tempo or speed the interviewer reads a script
  - b) Whether the interviewer was aggressive or assertive
  - c) How well the interviewer enunciates their words
  - d) None of the above
  
6. Qualities of an interviewer's voice include:
  - a) Volume
  - b) Pitch
  - c) Tone
  - d) Rapport
  - e) All of the above
  - f) "a," " b," and "c" but not "d"



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**7. Your “pace” should match the respondent’s pace:**

- a) True
- b) False

**8. Voice modulation is:**

- a) Whether voice sounds natural
- b) Whether voice sounds monotone
- c) Whether interviewer sounds sincere/legitimate
- d) All of the above
- e) None of the above

**9. An interviewer should be aggressive getting a respondent to participate in an interview:**

- a) True
- b) False