

Answer Key: Vendor Communication

You're preparing for a 3-month check-in with Tidy Solutions, Inc.

What topics, information, and data will you review and discuss at this meeting?

- ☐ Exit interview with the Tidy Solutions team lead.
 - **Best suited for a closeout meeting.**

- ✓ Explore a possible connection between the 5% decline in staffing, and user satisfaction dropping by 3%.
 - **Correct**

- ☐ Clarify expectations, scope, and timeline.
 - **Best suited for a kickoff meeting.**

- ☐ Introduce processes for tracking performance.
 - **Best suited for a kickoff meeting.**

- ✓ Updates on the contract deliverables and the upcoming 6-month milestone.
 - **Correct**

- ✓ Discuss ways to overcome the barrier of patrons reporting noisy cleaning activities.
 - **Correct**

- ☐ Establish a performance improvement plan.
 - **Best suited for a corrective action meeting.**

- ☐ Formally evaluate contract outcomes.
 - **Best suited for a closeout meeting.**