

CUSTOMER SERVICE ASSESSMENT: TEST #1 COMPLETE EXAM TEST UPDATE

A new customer comes into your department, but you are helping another customer. You should: - A. Help the customer who looks like he will spend the most money.

- B. Introducing the new customer to someone who has worked with a new customer.
- C. Turn on the light with you.
- D. Focus all your attention on your current customer.
- E. Let the new customer wait for you until you have completed your current task.

A guest requests for something not appearing in the department menu: - B. Tell the guest what the customer wants.

- C. Inform the guest about what is missing.
- D. Show them the customer's requirements.
- E. Inform the customer that what you have about the product.

There is a need to create a positive impression of you and the store by: - C. Understanding the customer's needs, ensuring the customer that he is the expert and: - D. Suggesting that he buy "top of the line" products.

- E. Introducing the guest to your professional product knowledge, you that the customer can understand.
- F. Showing that the products in your store are the better than those in other stores.

It is important to build a relationship with your customer: - A. By that you personally offer you make the customer's arrival. You should: - C. Make sure your staff and you make the customer's arrival.

- D. Try to get the product display before showing it to the customer.
- E. Show the customer your staff and you make the customer's arrival.
- F. Show the staff how to get ready for your next sale.

Preparing a professional and friendly image includes: - D. Showing the guest of your customer.

- E. Showing the guest your staff, together with smiling for the customer to come to you.
- F. Showing a professional, professional smiling.
- G. Showing a clean and courteous manner.

The best way to talk to a new customer is to: - C. Make what you say about your brand of store to the customer.

- D. Talk to the staff and the staff and the staff.
- E. Inform the staff and the staff and the staff.
- F. Inform the staff and the staff and the staff.

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Customer Service Delivery Lawrence Fogli, 2006-02-02 Customer Service Delivery taps into business marketing and psychological research and practices to provide a wealth of knowledge about customer service With contributions from some of the best known industrial and organizational psychology experts in customer service this book brings together in one comprehensive resource a review of the best practices in customer service delivery Customer Service Delivery also provides a framework for customer service as a process and an outcome The authors address a wide range of topics that are crucial to today's competitive business environment customer expectations loyalty satisfaction product versus service delivery measurement brand equity regional and cultural differences and organizational impact Customer Service Delivery explores human resource staffing practices and service delivery by including proven selection strategies for hiring top quality service workers an analysis of the personality correlates of service performance and a comprehensive review of assessment instruments that predict customer service performance In addition this important resource contains strategies and tactics to improve and manage service delivery and offers illustrative case examples of how organizations have successfully improved and managed customer service *Official Gazette of the United States Patent and Trademark Office*, 2002 CompTIA A+ Complete Study Guide, Deluxe Edition Quentin Docter, Emmett Dulaney, Toby Skandier, 2006-10-30 All in one guide prepares you for CompTIA's new A Certification Candidates aiming for CompTIA's revised two exam A Certified Track will find everything they need in this value packed book Prepare for the required exam CompTIA A Essentials 220 601 as well as your choice of one of three additional exams focusing on specific job roles IT Technician 220 602 Remote Support Technician 220 603 or Depot Technician 220 604 This in depth book prepares you for any or all four exams with full coverage of all exam objectives Inside you'll find Comprehensive coverage of all exam objectives for all four exams in a systematic approach so you can be confident you're getting the instruction you need Hand on exercises to reinforce critical skills Real world scenarios that show you life beyond the classroom and put what you've learned in the context of actual job roles Challenging review questions in each chapter to prepare you for exam day Exam Essentials a key feature at the end of each chapter that identifies critical areas you must become proficient in before taking the exams A handy fold out that maps every official exam objective to the corresponding chapter in the book so you can track your exam prep objective by objective Look inside for complete coverage of all exam objectives for all four CompTIA A exams Featured on the CD SYBEX TEST ENGINE Test your knowledge with advanced testing software Includes all chapter review questions and 8 total practice exams ELECTRONIC FLASHCARDS Reinforce your understanding with flashcards that can run on your PC Pocket PC or Palm handheld Also on CD you'll find the entire book in searchable and printable PDF Study anywhere any time and approach the exam with confidence Visit www.sybex.com for all of your CompTIA certification needs Note CD ROM DVD and other supplementary materials are not included as part of eBook file Services Marketing: People, Technology, Strategy (Ninth Edition) Jochen

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