

CUSTOMER SERVICE

1. When can a customer service problem happen?

- ☐ A customer complaint is ignored
- ☐ The customer is spoken to rudely
- ☐ The service given does not meet the customer's needs

12. What is a benefit of offering good service?

- ☐ Reduced tax
- ☐ Repeat business
- ☐ Lower costs

13. What is a benefit of good service?

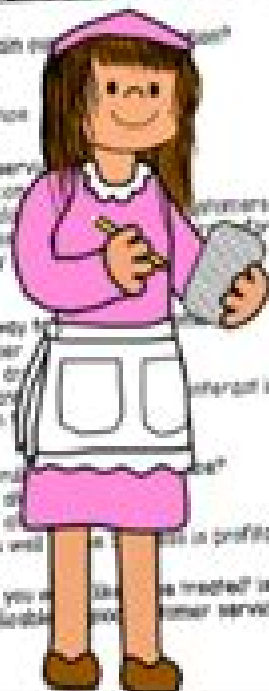
- ☐ The business will remain open
- ☐ Customers will enjoy their experience
- ☐ The business will get negative reviews

14. Which option is NOT an example of good listening?

- ☐ Reflecting on what a customer says
- ☐ Ignoring the customer
- ☐ Making notes

15. Which is not a way to provide good customer service?

- ☐ Short waiting time
- ☐ Product knowledge
- ☐ Long waiting time



1. What is a way to gain customer satisfaction?

- ☐ Speaking simply
- ☐ Long queues
- ☒ Confidence in service

2. What is customer service?

- ☐ A form of production
- ☐ When a business does what the customer wants
- ☒ The service that is provided during and after they purchase

3. What is the best way to handle a customer complaint?


- ☐ Ignore the customer
- ☐ Interact as if you don't care
- ☒ Speak in a pleasant and calm manner with the customer

4. What is the first rule of customer service?

- ☒ The customer is always right
- ☐ The customer is always wrong
- ☐ Treat customers well as the business is profitable

5. "Treat others as you would like to be treated" is this statement applicable to good customer service?

- ☒ Yes
- ☐ No
- ☐ Maybe



6. What is the goal of customer service?

- ☐ Make sure the customer is perfectly happy
- ☐ Satisfy the customer's needs
- ☐ Exceed your customer's expectations

7. Why can customer service sometimes be a good thing for a business?

- ☐ The customer can see how they can improve
- ☐ The customer can see the difference in service
- ☐ The customer can see the difference in service

8. What should you do if a customer becomes abusive?

- ☐ Retain his or her anger
- ☐ Shout at the customer
- ☐ Contact your manager

9. What should you do if a customer comes to you with a complaint?

- ☐ Be polite
- ☐ Listen carefully
- ☐ All of the above

10. Which one of the following is NOT a way to provide good customer service?

- ☐ Receptionist
- ☐ Delivery Driver
- ☐ Customer Service Representative

Quiz with Answer Sheet!



Customer Service Multiple Choice Quiz

Milton D. Hakel



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book is important for researchers and practitioners in the human resource selection field who have wanted a resource that provides a comprehensive examination of multiple choice selection testing and its alternatives

Personnel Selection and Classification Michael G. Rumsey, Clinton B. Walker, James H. Harris, 2013-05-13 Bringing together several key elements needed to identify the most promising themes for future research in selection and classification this book's underlying aim is to improve job performance by selecting the right persons and matching them most effectively with the right jobs An emphasis is placed on current innovative research approaches which in some cases depart substantially from traditional approaches The contributors consisting of professionals in measurement personnel research and applied and military psychology discuss where the quantum advances of the last decade should take us further Comprehensive coverage of the selection and classification domain is provided including a broad range of topics in each of the following areas performance conceptualization and measurement individual differences and selection and classification decision models The presentations in each of these areas are integrated into a set of coherent themes This integration was the product of structured group discussions which also resulted in a further evolution of some of the ideas presented

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