

NRF Customer Service Study Guide Part 1 Latest 2024 ||Already Passed With All Correct Questions and Answers!!

A good reason for creating an opening for discussion is to:

- Break down the customer's sales resistance
- Convince the customer how much you know about the product
- Get to know what the customer wants ✓✓Get to know what the customer wants

Which of the following are appropriate reasons for following up with a customer?

- You are curious whether a gift your customer purchased was well received
- You finally located an item the customer asked for a while back
- You want to know why a customer did not make it in for a special sale
- You haven't seen the customer in a long time and are wondering if she is shopping somewhere else now ✓✓You finally located an item the customer asked for a while back

Customer follow-up is always a good idea, no matter what the situation.

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