

# CUSTOMER SERVICE

1. When can a customer service problem happen?

- ☐ A customer complaint is ignored
- ☐ The customer is spoken to
- ☐ The service given does not please the customer

12. What is a benefit of offering service?

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

13. What is a benefit of good service?

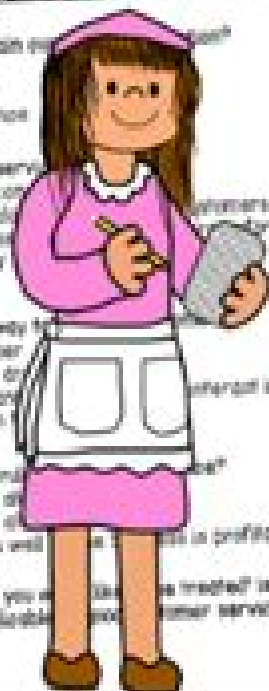
- ☐ The business will remain open
- ☐ Customers will enjoy their visit
- ☐ The business will get negative feedback

14. Which option is NOT an example of listening?

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

15. Which is not a way to improve 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 something for its customers
- ☒ The service that is given during and after they purchase

3. What is the best way to interact with a customer?


- ☐ Ignore the customer
- ☐ Interact as if you don't care
- ☒ Speak in a pleasant and warm 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 customer service?

- ☒ Yes
- ☐ No
- ☐ Maybe



6. What is the goal of customer service?

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

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

- ☐ The business can improve its reputation
- ☐ The business can increase its sales
- ☐ The business can reduce its costs

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 improve customer service?

- ☐ Reception
- ☐ Delivery
- ☐ Customer service

Quiz with Answer Sheet!



# Customer Service Multiple Choice Quiz

**MUHAMMAD ZAIN**



## **Customer Service Multiple Choice Quiz:**

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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

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