

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 good reason for meeting an existing customer is to: - B. Determine when the customer needs.

- C. Increase your sales with repeat.
- D. Show them the customer's interests.
- E. Determine the customer how much you know about the product.

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

- A. Introducing the customer to your professional product knowledge, you that the customer can identify.
- B. 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. After that has already offer you what the customer's interest you should: - C. Make sure your staff and you both are

- B. Try to get the product display before showing it to the customer.
- D. Show the customer your staff and you both are.
- E. Find the sales staff and get ready for your next sale.

Preparing a professional and friendly image includes: - D. Showing the brand of each customer.

- B. Showing interest your staff together and smiling for the customer to come to you.
- C. Showing an expensive professional looking.
- E. Showing an open and courteous manner.

There is a way to talk to a new customer to do: - C. Make what you say about your brand of sales to the customer.

- A. Focus on: all the sales staff and you both are.
- D. Determine that you know what is best for them to buy.
- B. Interest as if you are interested.

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L Darling-Hammond



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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**

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