
Customer Service Test 2023-2024 Updated Questions and Answers 100% Solved Correctly

Online merchant Zappos.com has a very sophisticated system that measures the speed of call handling in an effort to make each customer call as brief as possible. Ans - False

In a broad sense, a customer can be described as anyone with whom we exchange value. Ans - True

The appearance of a store, shop, or office conveys nonverbal messages to customers. Ans - True

Rewarding employees for doing some behaviors may be counterproductive if not consistent with good service. Ans - True

Listening only for the facts is a good strategy when dealing with customers' problems. Ans - False

While listening capacity can clearly be hampered by too much information, it can also be hurt by too little. Ans - True

Do not answer a call too quickly as this will be perceived as being over-eager. Ans - False

People answering phones project the voice and image of the whole organization. Ans - True

Customers are coming to expect more personalized self-service solutions available online. Ans - True

The Net-savvy customer expects personalization and even the opportunity to participate with the company- the ability to choose options and also suggest additional ones. Ans - True

Required log-in for online customers may be regarded as a turnoff. Ans - True

Companies that build "trustability" often find themselves giving away too much product, thus hurting profitability. Ans - False

A typical company can expect to lose 10 to 30 percent of its customers each year because it turned them off. Ans - True

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