

2. Service staff are trained to deliver excellent customer service. What is the purpose of this?

- A To ensure seasonal promotions
- B To improve relationships with suppliers
- C To improve competitor reputation
- D To provide satisfaction to those purchasing products

3. Which of these is a feature of an effective follow-up service?

- A Discounted sale items
- B Publication of previous complaints
- C Procedures for problem solving
- D Provision of customer incentives

4. What should a customer complaints process include in order to be effective?

- A Keeping the customer informed
- B Issuing the supplier's address to the customer
- C Introducing online product review forms
- D Creating opportunities for upselling

5. An organisation uses a survey to find out how customers feel about it in comparison to its competitors. Why is this important?

- A So changes to organisational procedures can be avoided
- B So changes can be made to maintain customer loyalty
- C So customers can be targeted with promotional offers
- D So information gathered can be shared with other organisations

6. Which of these questions will identify customer needs?

- A Is there anything I can help you with today?
- B Are you happy with the service you have received today?
- C Would you be willing to recommend us to your friends?
- D Have I resolved this matter to your satisfaction?





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E Durkheim

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