

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?

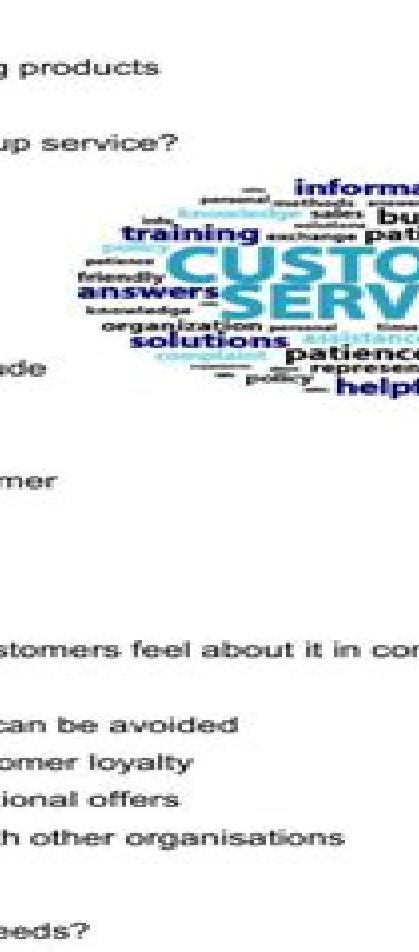
- A. Keeping the customer informed
- B. Issuing the supplier's address to the customer
- C. Introducing online product review forms
- D. Creating opportunities for upselling

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?





Math Worksheet This Week Customer Service

Cheryl Cleaves, Margie Hobbs

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Student Workbook To Accompany Miller and Lovler's Foundations of Psychological Testing Aimee Rhoads, Sara D. Pemble, Leslie A. Miller, Robert L. Lovler, 2019-02-20 This practical workbook offers a wealth of opportunities for students to apply knowledge learned from the best selling core text Foundations of Psychological Testing Sixth Edition Exercises and projects allow students to review engage in and master concepts while multiple choice and short answer questions allow students to assess their understanding at the conclusion of each chapter

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