

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 Top Customer Service

J Dewey

Math Worksheet Top Customer Service:

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 The Student Workbook To Accompany Miller and Lovler's Foundations of Psychological Testing Practical and Critical Thinking Exercises Sixth Edition by Aimee Rhoads Sara Pemble Leslie Anne Miller and Robert Louis Lovler is practical workbook that 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

Innovative Teaching: Best Practices From Business And

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Marmel,2008-03-31 If you prefer instructions that show you how rather than tell you why then this visual reference is for you Hundreds of succinctly captioned step by step screen shots reveal how to accomplish more than 375 Excel 2007 tasks including creating letters with Mail Merge assigning formats to cells editing multiple worksheets at once and summarizing with PivotTables and PivotCharts While high resolution screen shots demonstrate each task succinct explanations walk you through step by step so that you can digest these vital lessons in bite sized modules

Basic College Mathematics John

Tobey,Jeffrey Slater,2004-10 This clear accessible treatment of mathematics features a building block approach toward problem solving realistic and diverse applications and chapter organizer to help users focus their study and become effective and confident problem solvers The Putting Your Skills to Work and new chapter end feature Math in the Media present readers with opportunities to utilize critical thinking skills analyze and interpret data and problem solve using applied situations encountered in daily life Chapter 7 Geometry has been extensively revised and re organized to include a new section 7 1 on angles and new section 7 4 devoted to triangles Increased coverage of estimating with fractions and decimals

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