

KNOWLEDGE ASSESSMENT TEST. THE COURSE "CUSTOMER SERVICE"

The test contains questions with possible answers. When answering a question you should choose correct answer (only one answer is correct) and mark a corresponding letter.

1. What is your behaviour if a client asks for service (or information), when this service provision is not your duty:
 - a) to apologise and answer that it is not your responsibility;
 - a) to apologise and politely end conversation wishing success;
 - b) to apologise and give a client phone number of competent person (or organisation);
 - c) to refer client to your director;
 - d) to inform client that he addressed wrong institution, nevertheless to tell everything you know regarding the question.

2. When employee may end the conversation with a client?:
 - a) when employee told everything he wanted;
 - b) when, to the opinion of employee, client received information he wanted;
 - c) when client said good bye;
 - d) when employee due to important circumstances decides that there is no point to continue conversation;
 - e) when conversation lasts longer than 10 minutes;
 - f) c and d answers;
 - g) c, d and e answers.

3. Client says: "Your x service is very expensive. Your competitors suggest the same service at a lower price... Why?" How employee should answer:
 - a) "Excuse me, sir, I am not competent to answer your question";
 - b) "Our service compared to other organisations differs in these advantages...";
 - c) "Excuse me, sir, our administration sets tariffs and this procedure applies to all the clients";
 - d) "Excuse me, but this information is not provided. I may connect you with director who will be able to answer this question in more detail";
 - e) "We respect our clients and their right for choice. It is your choice to select what is more relevant in your case".

4. What should employee say when a client sets up a claim impossible which can not be satisfied:
 - a) to apologise and tell client that his claim is not reasoned;
 - b) to apologise and tell client that he doesn't understand what he wants and politely say good bye;
 - c) to apologise that it is not possible to satisfy a claim, and shortly explain why it is not possible;
 - d) to tell that client referred a wrong address;
 - e) to listen to client attentively and politely say good bye.

- 5....

