
Customer Service Assessment: Test 1 Questions and Answers 100% Pass

A new customer comes into your department, but you are helping another customer. You should:

- ✓✓A. Help the customer who looks like he will spend the most money
- B. Acknowledge the new customer's presence with eye contact and/or a brief comment that you'll be right with him
- C. Focus all your attention on your current customer
- D. Let the new customer wait his turn until you have completed your current sale

A good reason for creating an opening for discussion is to: ✓✓E. Get to know what the customer wants

- F. Increase your stores sales revenue
- G. Break down the customer's resistance
- H. Convince the customer how much you know about the product

Three ways to create a positive impression of you and the store include: Complimenting the customer's taste; assuring the customer that he is the expert; and: ✓✓I. Suggesting that he buy "top of the line" products

Customer Service Assessment Test Guide

National Learning Corporation



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