

DUMPS ARENA

Customer Service

BBPSD CSFX

Version Demo

Total Demo Questions: 10

Total Premium Questions: 165

Buy Premium PDF

<https://dumpsarena.co>

sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

Multitasking is:

- A. Doing things in sequence.
- B. Doing more than one task at a time.
- C. Only for people in busy jobs.
- D. Doing one task and then doing another.

ANSWER: B

QUESTION NO: 2

When a business is always looking for small things to improve the overall customer experience we call it:

- A. Better business.
- B. Improving the business.
- C. Continuous improvement.
- D. Getting better.

ANSWER: C

QUESTION NO: 3

Customer information should be collected by a shop:

- A. Once you are aware that the customer is a regular shopper.
- B. The first time the customer comes into the shop.
- C. If a customer appears to be one who will return to the shop.
- D. When the customer makes his first purchase.

ANSWER: B

QUESTION NO: 4

When you are using a phone to give a customer a serial number you should:

- A. Speak in your normal voice.
- B. Speak slower than normal.
- C. Be enthusiastic.
- D. Be unenthusiastic.

ANSWER: B

QUESTION NO: 5

A weekly time management planning tool is known as a:

- A. Time grid.
- B. Day planner.
- C. Planning schedule grid.
- D. Weekly planning schedule.

ANSWER: D

QUESTION NO: 6

Customer service standards should be SMART ones. Which of the following are NOT SMART ones:

- A. Specific.
- B. Achievable.
- C. Reliable.
- D. Time bound.

ANSWER: C

QUESTION NO: 7

Which of the following is the most important reason for getting customer feedback:

- A. To improve the overall customer experience.
- B. To be seen to be responsive to customers.
- C. To establish a customer database.
- D. To improve sales.

ANSWER: A

QUESTION NO: 8

When a product or service has not been differentiated in the market place then it is best to use:

- A. A quick sales strategy.
- B. A differentiated targeting strategy.
- C. A market segment.
- D. An undifferentiated targeting strategy.

ANSWER: D

QUESTION NO: 9

When establishing standards of customer service it is helpful if they are Specific, Achievable, Realistic, Measurable and:

- A. Time bound.
- B. Trusted.
- C. Trustworthy.
- D. Tested.

ANSWER: A

QUESTION NO: 10

Multitasking is:

- A. Doing things in sequence.
- B. Doing more than one task at a time.
- C. Only for people in busy jobs.
- D. Doing one task and the doing another.

ANSWER: B