

# Certified Customer Service Representative Practice Test Questions and Answers

## 1. What is the most important skill for a customer service representative?

- A) Active listening and empathy
- B) Speaking as quickly as possible
- C) Avoiding difficult customers
- D) Memorizing company policies only

## 2. How should you handle an angry customer?

- A) Stay calm, listen actively, and work toward a solution
- B) Argue back to defend the company
- C) Hang up or walk away immediately
- D) Match their energy level

## 3. What is the LAST step in the customer service process?

- A) Follow up to ensure customer satisfaction
- B) Greet the customer
- C) Identify the problem
- D) Offer initial solutions

## 4. What should you do when you don't know the answer to a customer's question?

- A) Admit you don't know and find someone who can help
- B) Make up an answer
- C) Tell them to call back later
- D) Ignore the question

Answers: 1-A 2-A 3-A 4-A

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