

Customer Service Professional Practice Test Questions and Answers

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

- A) Technical knowledge
- B) Active listening
- C) Speed of response
- D) Sales ability

2. When dealing with an angry customer, what should you do first?

- A) Defend the company's position
- B) Transfer them to a supervisor
- C) Listen carefully and acknowledge their concerns
- D) Offer an immediate discount

3. What does "going the extra mile" mean in customer service?

- A) Working longer hours
- B) Exceeding customer expectations by providing additional value
- C) Traveling to customer locations
- D) Offering the most expensive products

4. Which communication style is most effective in customer service?

- A) Formal and distant
- B) Casual and informal
- C) Professional and empathetic
- D) Aggressive and direct

Answers: 1-B 2-C 3-B 4-C

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