

# National Customer Service Association Certification Practice Test Questions and Answers

## 1. What is the most important element of effective customer service communication?

- A) Speaking quickly to handle more customers
- B) Active listening and empathy
- C) Using technical jargon to show expertise
- D) Maintaining formal language at all times

## 2. How should a customer service professional handle an angry customer?

- A) Match their energy level to show understanding
- B) Remain calm, acknowledge their feelings, and focus on solutions
- C) Immediately transfer them to a supervisor
- D) Defend company policies without compromise

## 3. What does "going above and beyond" mean in customer service?

- A) Doing only what is required by company policy
- B) Exceeding customer expectations to create memorable experiences
- C) Spending unlimited time with each customer
- D) Giving away free products to every customer

## 4. Which metric is most commonly used to measure customer satisfaction?

- A) Call volume per day
- B) Customer Satisfaction Score (CSAT) and Net Promoter Score (NPS)
- C) Number of products sold
- D) Employee attendance rates

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

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