

August HR Quiz Customer Service

Congratulations to Greta Ott. Greta's name was randomly chosen from the employees who submitted the correct answers to the August Customer Service Quiz. Greta chose a \$10 Smoothie King gift card as her prize.

	Customer Service Questions -- True or False?	True	False
1.	Customers are more easily satisfied if their expectations are effectively managed. True. If customers know what to expect, they are more likely to feel satisfied.	True	
2.	In responding to a frustrated customer's question, it's a good idea to immediately offer a solution. False. The customer isn't listening for a solution yet. It's important to soothe the customer's frustration first.		False
3.	Most upset customers will calm down if you offer a sincere apology. True. Most customers want you to acknowledge that they've been disappointed and want you to express some regret.	True	
4.	If a customer gets the wrong idea from a sales rep, its okay to tell the customer that sales will say anything to make a sale. False. You (and your organization) lose credibility. Don't bad-mouth or play the blame game!		False
5.	When a customer calls for technical support, its realistic to require them to explain the problem in highly technical language. False. Most customers who call tech support are not highly technical. It's realistic to require the tech support rep to provide assistance at the customer's level of technical understanding.		False
6.	When you answer a call, and the customer really needs to resolve the issue with another department, it's your responsibility to make sure the customer reaches someone who can help. True. Customers are relying on you to be their 'guide' within your organization. They appreciate your customer service if you don't abandon them.	True	
7.	When dealing with an angry customer face to face, making no eye contact and looking away will feel better for you and the customer. False. It will probably feel more comfortable for you, but the customer will interpret it negatively: either as a lack of interest, confidence, or as defensiveness.		False
8.	When dealing with an abusive customer on the phone, it's important to hang up right away. False. Tell the abusive customer you'd like to help them, and will do so when the conversational tone is calm.		False

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9.	On a technical help desk, the agents who are the smartest technically are always rated most helpful and customer friendly by the customer.		False
	False. To the surprise of many help desk managers, the agent who is the most persistent, conscientious and has the best customer contact skills rates highest with the customers.		
10.	After resolving a customer complaint, the customer is impressed with your customer service if you contact them to make sure they're satisfied and thank them for their business.	True	
	True. Follow-up is one of the best ways to leave your customer thinking: "Hey, that was excellent customer service!"		
11.	Customers trust you more if they have problems with your product or service and receive speedy resolution, than if they have no problems with your product at all.	True	
	True. It's not the absence of problems that develops trust, but your reaction when things go wrong. Customers want to know that no matter what happens, you care about them and are on their side.		
12.	The most credible advertising is a satisfied customer.	True	
	True. Positive word of mouth from a happy customer is the most powerful and least expensive advertising. How does your organization create positive word of mouth advertising?		