

Customer Service Standards Training Test

Staff Name: _____ Date: _____ Workplace: _____

1. Remaining Calm during an interaction with a person served is the foundation of which Pillar of Customer Service?
 - A. Body Language
 - B. Interest
 - C. Attitude
 - D. Action
 - E. Verbal Language

2. You should let the person served know if you are running behind and will be late for an appointment:
 - A. True
 - B. False

3. Interest (Active Listening) can be conveyed by:
 - A. Eye contact, reflective response, focus
 - B. Staring at the person served intently
 - C. Returning phone calls in a timely manner
 - D. Talk over the person served when you have something important to say
 - E. Folded arms, sighs, avoiding eye contact

4. The best way to approach Customer Service is to:
 - A. Provide as many services to as many people as you can in one day.
 - B. Smile
 - C. Remember the 6 Pillars of Customer Service: Attitude, Interest, Action, Verbal Language, Tone of Voice, Body Language
 - D. Try to multitask; while meeting with one person served, you can save time by working on paperwork of another person served.
 - E. Remember the 6 Pillars of Customer Service: Attitude, Listening, Proactive, Language, Interest, Body Language.

5. If you follow this Golden Rule, you can't go wrong with Customer Service:
 - A. If you're funny, people will like you.
 - B. R E S P E C T, find out what it means to me.
 - C. I'm busy. You're busy. We're all busy!
 - D. Just keep swimming.
 - E. Treat others the way YOU wish to be treated.