2. Service staff are trained to deliver excellent customer service. What is the purpose of this?

    A   To ensure seasonal promotions

    B   To improve relationships with suppliers

    C   To improve competitor reputation

    D   To provide satisfaction to those purchasing products

3. Which of these is a feature of an effective follow-up service?

    A   Discounted sale items

    B   Publication of previous complaints

    C   Procedures for problem solving

    D   Provision of customer incentives

4. What should a customer complaints process include in order to be effective?

    A   Keeping the customer informed

    B   Issuing the supplier's address to the customer

    C   Introducing online product review forms

    D   Creating opportunities for upselling

5. An organisation uses a survey to find out how customers feel about it in comparison to its competitors. Why is this important?

    A   So changes to organisational procedures can be avoided

    B   So changes can be made to maintain customer loyalty

    C   So customers can be targeted with promotional offers

    D   So information gathered can be shared with other organisations

6. Which of these questions will identify customer needs?

    A   Is there anything I can help you with today?

    B   Are you happy with the service you have received today?

    C   Would you be willing to recommend us to your friends?

    D   Have I resolved this matter to your satisfaction?

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