

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?





Math Worksheet Grade Tips Customer Service

John Tobey,Jeffrey Slater

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Cheryl Gorder,1996 A comprehensive resource guide for the parent educator If you can afford only one resource directory this is the one to buy Library Journal *Basic College Mathematics* John Tobey,Jeffrey Slater,2004-10 This clear accessible treatment of mathematics features a building block approach toward problem solving realistic and diverse applications and chapter organizer to help users focus their study and become effective and confident problem solvers The Putting Your Skills to Work and new chapter end feature Math in the Media present readers with opportunities to utilize critical thinking skills analyze and interpret data and problem solve using applied situations encountered in daily life Chapter 7 Geometry has been extensively revised and re organized to include a new section 7 1 on angles and new section 7 4 devoted to triangles

Increased coverage of estimating with fractions and decimals with new To Think About exercises in Sections 2 5 2 8 and 3 3 and a new lesson in Section 3 7 Coverage of fractions in Chapter 2 has been expanded as follows Section 2 6 now begins with a discussion of least common multiples so that the subsequent coverage of least common denominators is more complete a new lesson on order of operations in Section 2 8 offers readers additional review of these rules and practice applying them to fractions and a new mid chapter test on fractions appears after Section 2 5 Percent applications are now covered in two sections Sections 5 4 and 5 5 to allow for a more patient presentation of this important topic *The Arithmetic Teacher*

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