

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?

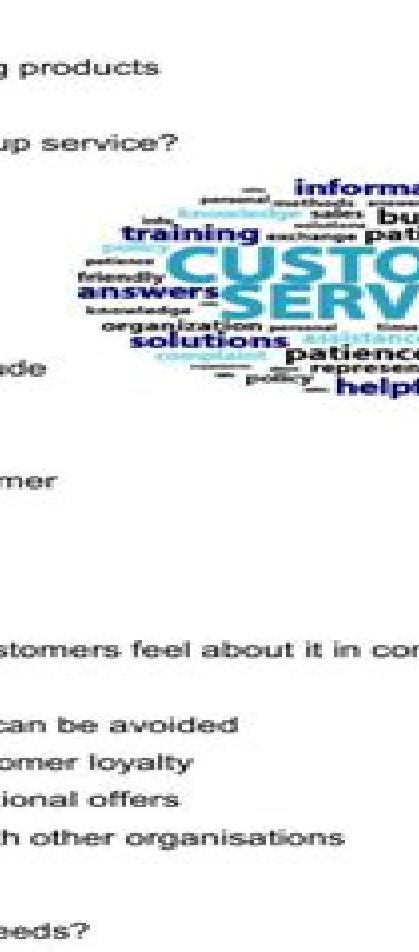
- A. Keeping the customer informed
- B. Issuing the supplier's address to the customer
- C. Introducing online product review forms
- D. Creating opportunities for upselling

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 This Week Customer Service

SB Merriam

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Resources in Education ,1987-10 **Customer Service** Beverly Rokes,2002 **Student Workbook To Accompany Miller and Lovler's Foundations of Psychological Testing** Aimee Rhoads,Sara D. Pemble,Leslie A. Miller,Robert L. Lovler,2019-02-20 This practical workbook offers a wealth of opportunities for students to apply knowledge learned from the best selling core text Foundations of Psychological Testing Sixth Edition Exercises and projects allow students to review engage in and master concepts while multiple choice and short answer questions allow students to assess their understanding at the conclusion of each chapter **Work in America** ,1990 **School Library Media Activities Monthly** ,1998 **Finite Mathematics and Its Applications** Larry Joel Goldstein,David I. Schneider,Martha J. Siegel,1998 This well written text features a wide range of problems sets including graphing utility and Excel problems The current edition has extensively revised mathematics of finance and statistics **BNA's Employee Relations Weekly** ,1989 **The 2004 Guide to the Evaluation of Educational Experiences in the Armed Services** American Council on Education,American Council on Education Staff,2004 For more than a half century the Guide to the Evaluation of Education Experiences in the Armed Services has been the standard reference work for recognizing learning acquired in military life Since 1942 ACE and has worked cooperatively with the US Department of Defense the Armed Services and the US Coast Guard in helping hundreds of thousands of individuals earn academic credit for learning achieved while serving their country **The Publishers Weekly** ,2007 **The Irish Teachers' Journal and Magazine** ,1874 **Writing and Grammar, Grade 9** Joyce Armstrong Carroll,Edward E. Wilson,Gary Forlini,2001 **Mathematical Thinking at Grade 2** Karen Economopoulos,Anne Goodrow,1997-06 **Compute** ,1988 **Mathematical Thinking at Grade 4** Cornelia C. Tierney,1997-05 **Bulletin to Management** Bureau of National Affairs (Arlington, Va.),1991 **The Educational Times, and Journal of the College of Preceptors** ,1892 **New England Journal of Education** Thomas Williams Bicknell,Albert Edward Winship,Anson Wood Belding,1896 **Proceedings of the Insurance Accounting and Systems Association** Insurance Accounting and Systems Association,1986 **Education Outlook** ,1892 **Independent Schools** ,2003

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