- 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

D

- B Publication of previous complaints
- C Procedures for problem solving
  - Provision of customer incentives

- training business training training patience assistance patience assistance patience assistance patience business representative patience business patience
- 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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**S Ben Porath** 

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