- 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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Master VISUALLY Excel 2007 Elaine Marmel, 2008-03-31 If you prefer instructions that show you how rather than tell you why then this visual reference is for you Hundreds of succinctly captioned step by step screen shots reveal how to accomplish more than 375 Excel 2007 tasks including creating letters with Mail Merge assigning formats to cells editing multiple worksheets at once and summarizing with PivotTables and PivotCharts While high resolution screen shots demonstrate each task succinct explanations walk you through step by step so that you can digest these vital lessons in bite Innovative Teaching: Best Practices From Business And Beyond For Mathematics Teachers Denise H Sutton, Alfred S Posamentier, 2021-01-26 Innovative Teaching Best Practices from Business and Beyond for Mathematics Teachers provides educators with new and exciting ways to introduce material and methods to motivate and engage students by showing how some of the techniques commonly used in the business world and beyond are applicable to the world of education It also offers educators practical advice with regard to the changing culture of education keeping up with technology navigating politics at work interacting with colleagues developing leadership skills group behavior and gender differences Innovative Teaching demonstrates how the classroom environment is similar to the marketplace Educators like businesses for example must capture and hold the attention of their audience while competing with a constant stream of noise With the introduction of the Internet and the wide use of social media promoters understand that they must not only engage their audience but also incorporate audience feedback into the promotional work and product or service they offer Innovative Teaching shows educators how to take the best practices from business and beyond and recombine these resources for appropriate use in the classroom Mathematics Worksheets Don't Grow Dendrites Marcia L. Tate, 2008-08-21 Engage students in effective meaningful experiences in mathematics Following the format of Marcia L Tate s previous bestsellers this user friendly guide offers math teachers 20 powerful brain based teaching strategies that incorporate visual auditory kinesthetic and tactile modalities to promote student engagement and achievement The book focuses on the NCTM focal points and includes a bibliography of math and literature resources and a lesson planning guide The chapters offer A what why and how for each strategy Specific brain compatible mathematics activities and lessons from real teachers across the country Space for teachers to reflect on and apply individual strategies in their lessons

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