How Customer Service Savvy Are You? Take the Quiz.

Customer Service Quiz -- TRUE OR FALSE?

1. Customers are more easily satisfied if their expectations are effectively managed.
2. In responding to a frustrated customer’s question, it’s a good idea to immediately offer a solution.
3. Most upset customers will calm down if you offer a sincere apology.
4. When you answer a call, and the customer really needs to resolve the issue with another department, it’s your responsibility to make sure the customer reaches someone who can help.
5. When dealing with an angry customer face to face, making no eye contact and looking away will feel better for you and the customer.
6. When dealing with an abusive customer on the phone, it’s important to hang up right away.
7. After resolving a customer complaint, the customer is impressed with your customer service if you contact them to make sure they’re satisfied and thank them for their business.
8. Customers trust you more if they have problems with your product or service and receive speedy resolution, than if they have no problems with your product at all.
9. The most credible advertising is a satisfied customer.

Record your responses and scroll down for the correct answers.

Quiz by Donna Earl of Donna Earl Training

Spike says, “A customer brings their day to the interaction with you. If they are having a bad day don’t take it personally; strive to make their day better.”

Today’s Customer Service Quote

A loving person lives in a loving world. A hostile person lives in a hostile world; everyone you meet is your mirror.

Ken Keyes, Jr.

COMING NEXT WEEK: Body Language and Customer Service

Click here for all Customer Service Tips (printable)

Questions or comments? E-mail us at ericoma1@scsu.edu or call 803-516-4979
Customer Service Quiz Answers

1. Customers are more easily satisfied if their expectations are effectively managed. **True.** If customers know what to expect, they are more likely to feel satisfied.

2. In responding to a frustrated customer's question, it's a good idea to immediately offer a solution. **False.** The customer isn't listening for a solution yet. It's important to soothe the customer's frustration first.

3. Most upset customers will calm down if you offer a sincere apology. **True.** Most customers want you to acknowledge that they've been disappointed and want you to express some regret.

4. When you answer a call, and the customer really needs to resolve the issue with another department, it's your responsibility to make sure the customer reaches someone who can help. **True.** Customers are relying on you to be their 'guide' within your organization. They appreciate your customer service if you don't abandon them.

5. When dealing with an angry customer face to face, making no eye contact and looking away will feel better for you and the customer. **False.** It will probably feel more comfortable for you, but the customer will interpret it negatively; either as a lack of interest, confidence, or as defensiveness.

6. When dealing with an abusive customer on the phone, it's important to hang up right away. **False.** Tell the abusive customer you'd like to help them, and will do so when the conversational tone is calm.

7. After resolving a customer complaint, the customer is impressed with your customer service if you contact them to make sure they're satisfied and thank them for their business. **True.** Follow-up is one of the best ways to leave your customer thinking: “Hey, that was excellent customer service!”

8. Customers trust you more if they have problems with your product or service and receive speedy resolution, than if they have no problems with your product at all. **True.** It's not the absence of problems that develops trust, but your reaction when things go wrong. Customers want to know that no matter what happens, you care about them and are on their side.

9. The most credible advertising is a satisfied customer. **True.** Positive word of mouth from a happy customer is the most powerful and least expensive advertising. How does your organization create positive word of mouth advertising?

How Did You Do?

8 - 9 Correct — Congratulations! You are a customer service whiz!
6 - 7 Correct — Pretty Good. You have a good understanding of customer service.
5 or Fewer Correct — Don't fret; with some reading and practice, you too can become customer service savvy.