
NRF Customer Service Study Guide Part 1, part 2 and part 3 with complete solution

A good reason for creating an opening for discussion is to:

- Break down the customer's sales resistance
- Convince the customer how much you know about the product
- Get to know what the customer wants Answer- Get to know what the customer wants

Which of the following are appropriate reasons for following up with a customer?

- You are curious whether a gift your customer purchased was well received
- You finally located an item the customer asked for a while back
- You want to know why a customer did not make it in for a special sale
- You haven't seen the customer in a long time and are wondering if she is shopping somewhere else now Answer- You finally located an item the customer asked for a while back

Customer follow-up is always a good idea, no matter what the situation.

True or False Answer- False

How would you handle a situation where a customer wants a brand that you don't carry?

- Convince him that your brands are better
 - Get permission from him to show the items you do have that meet his needs
 - Tell him that he won't find anything better than what you have
 - Smile and listen politely, but don't tell him you don't have his brand; show him your items anyway
 - Tell him you don't carry that brand then excuse yourself to serve someone else
- Answer- Get permission from him to show the items you do have that meet his needs

When the customer presents you with a problem, you should ask her:

- How she would like the situation solved
- If she stops at your store on a regular basis
- Who is at fault in the situation Answer- How she would like the situation solved

Showing respect for a customer's business card means you should:

- Put it in your purse or wallet for safe keeping
- Make some comment to indicate you have read it
- Never write on it Answer- Make some comment to indicate you have read it

Customer Service Study Guide

Svetlana S. Bodrunova



Customer Service Study Guide:

The Certified Customer Service Specialist Examination Study Guide, 2003-12 Study guide for Customer Service Specialist Certification Examination **Customer Service Supervisor** National Learning Corporation, 2020-02-15 The Customer Service Supervisor Passbook R prepares you for your test by allowing you to take practice exams in the subjects you need to study It provides hundreds of questions and answers in the areas that will likely be covered on your upcoming exam including but not limited to office management office record keeping public contact principles and practices understanding and interpreting written material supervision and more **Customer Service Training** Velsoft Training Materials,. Inc., 2019 Including various self reflection exercises this book is designed around six critical elements of customer service that when a company truly embraces them bring customers back to experience service that outdoes the competition

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