

# **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**

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