

AMAZON WORK SIMULATION ASSESSMENT Practice Test

Questions and Answers

1. What is empathy in customer service?

- A) Agreeing with everything the customer says
- B) Understanding and sharing the customer's feelings while maintaining professionalism
- C) Feeling sorry for the customer
- D) Giving the customer whatever they want

2. What is psychological safety in a team?

- A) Having a therapist available at work
- B) An environment where team members feel safe to take risks, speak up, and admit mistakes without fear of punishment
- C) Physical safety measures in the workplace
- D) A mandatory stress management program

3. What does 'first contact resolution' mean?

- A) The first customer of the day gets priority
- B) Resolving the customer's issue during their first interaction without needing follow-up
- C) Always being the first to greet the customer
- D) Resolving issues within the first minute of contact

4. What is a Safety Data Sheet (SDS) used for?

- A) Recording employee safety training hours
- B) Providing detailed information about hazardous chemicals including handling, storage, and emergency procedures
- C) Tracking workplace accident statistics
- D) Scheduling safety inspections

Answers: 1-B 2-B 3-B 4-B

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