

CVS Assessment Practice Test Questions and Answers

1. A customer asks about a prescription medication's side effects. What should you do?

- A) Provide detailed medical advice based on your experience
- B) Refer them to the pharmacist for professional consultation
- C) Tell them to search online for information
- D) Suggest they call their doctor instead

2. When handling customer complaints at CVS, your priority should be to:

- A) Defend company policies regardless of the situation
- B) Listen actively and work toward a resolution
- C) Immediately escalate to management
- D) Offer a discount to make them happy

3. If you notice a coworker struggling with their workload, you should:

- A) Focus only on your own responsibilities
- B) Offer assistance when possible
- C) Report them to management for poor performance
- D) Take over their tasks completely

4. What demonstrates excellent customer service at CVS?

- A) Processing transactions as quickly as possible
- B) Being attentive, helpful, and ensuring customer satisfaction
- C) Following procedures without any flexibility
- D) Avoiding eye contact to maintain efficiency

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

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