

CVS Practice Test Questions and Answers

1. What is CVS's primary focus when serving customers?

- A) Promoting only the most expensive products
- B) Providing quality healthcare and convenience
- C) Limiting customer interaction time
- D) Focusing solely on prescription sales

2. When handling a customer complaint at CVS, what should be your first step?

- A) Immediately call a manager
- B) Listen actively and acknowledge the customer's concern
- C) Refer them to corporate customer service
- D) Explain why they are wrong

3. What information is required when processing a prescription pickup?

- A) Customer's credit score
- B) Patient's name and date of birth
- C) Customer's employment history
- D) Patient's social security number

4. How should you respond when a customer asks about health advice?

- A) Provide detailed medical recommendations
- B) Direct them to speak with the pharmacist
- C) Give them general advice based on personal experience
- D) Tell them to search online for answers

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

For More CVS Questions and Answers FREE, CVS Online Prep Training, CVS Exam, CVS Study Guide, CVS Flashcards, CVS Quizzes visit:

CVS Practice Test