

Capital One Assessment Practice Test Questions and Answers

1. A customer calls upset about a declined transaction. What is your first priority?

- A) Explain the bank's policies immediately
- B) Listen actively and acknowledge their frustration
- C) Transfer them to a supervisor
- D) Ask for their account number

2. You notice a colleague struggling with their workload. What should you do?

- A) Report them to management
- B) Ignore it and focus on your own work
- C) Offer assistance if you have capacity
- D) Tell other coworkers about the situation

3. When handling sensitive customer information, you should:

- A) Share it only with trusted colleagues
- B) Keep it confidential and follow security protocols
- C) Discuss it during team meetings
- D) Write it down for future reference

4. If you disagree with a manager's decision, you should:

- A) Ignore the decision and do what you think is right
- B) Complain to other team members
- C) Schedule a private discussion to express your concerns respectfully
- D) Go directly to their supervisor

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

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