

Customer Care Practice Test Questions and Answers

1. What is the most important principle of excellent customer care?

- A) Always agreeing with the customer
- B) Active listening, empathy, and prompt problem resolution
- C) Transferring calls as quickly as possible
- D) Following scripts without deviation

2. How should customer service representatives handle angry customers?

- A) Match their energy level and argue back
- B) Remain calm, acknowledge their frustration, and focus on solutions
- C) Immediately hang up or end the conversation
- D) Ignore their concerns and stick to policy only

3. Which communication skill is most valuable in customer care?

- A) Speaking as quickly as possible
- B) Clear communication, active listening, and asking clarifying questions
- C) Using complex technical jargon
- D) Avoiding any follow-up questions

4. What should be the goal of every customer service interaction?

- A) Ending the call as quickly as possible
- B) Resolving the customer's issue and ensuring satisfaction
- C) Selling additional products
- D) Defending company policies regardless of circumstances

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

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