

OSC Practice Test Questions and Answers

1. Empathy in customer service means:

- A) Agreeing with everything the customer says
- B) Understanding and sharing the customer's feelings to respond with compassion
- C) Apologizing for company mistakes only
- D) Giving the customer whatever they want

2. The purpose of meeting minutes is to:

- A) Record every word said verbatim
- B) Document key decisions, action items, and responsible parties
- C) Time how long each person spoke
- D) Replace the meeting agenda

3. A records retention schedule defines:

- A) How quickly data must be entered
- B) How long specific types of records must be kept before disposal
- C) Who can access records
- D) The font used in documents

4. The purpose of indexing a file is to:

- A) Encrypt sensitive content
- B) Provide a searchable reference that speeds up record retrieval
- C) Permanently delete outdated records
- D) Change the file format

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

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