

People Answers Practice Test Questions and Answers

1. What is the best approach when dealing with a difficult customer complaint?

- A) Argue with the customer to prove them wrong
- B) Listen actively and show empathy
- C) Immediately transfer them to a supervisor
- D) Ignore their concerns

2. Which trait is most important for effective teamwork?

- A) Competitiveness
- B) Independence
- C) Communication
- D) Leadership

3. How should you prioritize multiple urgent tasks?

- A) Complete them in the order received
- B) Work on the easiest tasks first
- C) Assess deadlines and importance levels
- D) Ask someone else to do them

4. What is the most professional way to handle a mistake you made?

- A) Hide it and hope no one notices
- B) Blame circumstances beyond your control
- C) Acknowledge it and propose a solution
- D) Wait for someone else to discover it

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

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