



Customer Service Training: Critical Elements of Customer Service

Mark true or false for each of the following questions.

- ___ 1. People who are successful at customer relations constantly need to be the center of attention
- ___ 2. The customer service staff are the only people responsible for providing quality customer service.
- ___ 3. Good service employees are at the mercy of their customers, and thus, have little control over their success on the job.
- ___ 4. Treating customers as VIP's often means apologizing for mistakes you did not make.
- ___ 5. It really isn't important to remember the names and faces of the people who come to your organization.
- ___ 6. If you have limited desire to please others, you probably shouldn't be in a service-related job.
- ___ 7. How you handle the procedural or technical side of your job can directly affect how you handle the personal side.
- ___ 8. Knowing the time requirements for providing quality service will help you to do a better job.
- ___ 9. Good anticipation means providing items and services for customers without requiring them to ask.
- ___ 10. When communicating with another person, it is important to always consider and protect his or her self esteem.
- ___ 11. Your body language has little impact on good communication.
- ___ 12. Feedback rarely provides the information necessary to do a better job.
- ___ 13. If you are not careful, working on a computer can adversely affect your attentiveness toward customers.

- ___ 14. Generally, the attitude you receive from others is the same attitude you transmit.
- ___ 15. Reading the customer correctly can pay great dividends for you and for your organization.
- ___ 16. Most people simply want fast service and have little need to feel important or be recognized.
- ___ 17. Body language often communicates more than the actual words you use.
- ___ 18. When a customer is rude, obnoxious, and impolite, it is justifiable for you to return the same behavior.
- ___ 19. It is really impractical to think that you should try to go one step beyond the expectations of those you serve.
- ___ 20. Customer complaints should be encouraged at your organization.