

Customer Service Ambassador: Customer Service Sample Test Questions

1. Which of the following is most important to you?
 - A. Appearance of the office, personnel & company literature.
 - B. Ability to perform promised service dependably.
 - C. Willingness to help customers.
 - D. Knowledge and courteousness of employees.
 - E. Caring, individualized attention to customers.

2. When dealing with customers, how important is solving problems?
 - A. Always important.
 - B. Important most of the time.
 - C. Not important most of the time.
 - D. Never important.

3. When dealing with customers, how important is doing things right the first time?
 - A. Always important.
 - B. Important most of the time.
 - C. Not important most of the time.
 - D. Never important.