

Customer Service Quiz

Name: _____

Date: _____

There are 8 questions on this quiz. Read each question and each answer choice. You could also ask someone else to read each question to you. After you have read each question and answer choice, select the best answer choice. In some cases, there might be two answers that are good. Check your answers on the printable answer key.

1. You work at a large computer repair store. A customer walks over to you and asks you to help them. It is going to take at least 10 minutes to assist them. Your shift ends in a few minutes and you really want to go home. You decide to:
 - a. Take the customer over to another employee and ask them to help the customer.
 - b. Tell the customer that your shift is ending, so you cannot assist them.
 - c. Help the customer with what they need.
 - d. Assist the customer for a few minutes, but then leave them when it is time for you to go.



2. You work at Home Depot. A customer is very frustrated because she cannot find a certain item in the store. She walks over to you and says in a rude tone, "I really need your help finding this item." How do you respond?
 - a. Walk away from her because you don't want to help a rude customer.
 - b. Apologize to the customer and assist them in finding the item.
 - c. Stay calm and tell the customer that you will help them with what they need.
 - d. Tell the customer to calm down.



3. You are the cashier at a grocery store. You are feeling annoyed with a customer because they are talking loudly on their phone while paying you for their groceries. How do you handle this?
 - a. Ask the customer to get off the phone.
 - b. Wait until the customer is done talking before you check them out.
 - c. Take a few deep breaths and continue to check them out.

4. You are a waiter in a restaurant. When you take the meal out to the table, one customer tells you that this is not what they ordered. They said they ordered fish, but you feel sure they said chicken. What do you say to the customer?
 - a. Say nothing, just pick up their plate and walk away.
 - b. Say, "I'm sorry, I will fix this problem right away."
 - c. Say, "No, you did not order fish. You ordered the chicken."



5. You work at Best Buy. A customer comes in and asks for help. You are not sure how to help them because you just started working here. All of your co-workers seem busy. What can you do?
- Apologize to the customer and let them know that you are not able to help them.
 - Apologize to the customer and take them over to an employee who can help.
 - Call your supervisor for assistance.
 - Walk away from the customer because you don't know how to help them.



6. One of your co-workers is helping a customer. You overhear him giving the customer incorrect information about the product they are buying. What should you do?
- Wait until your co-worker is finished with the customer and then tell him the correct information for next time.
 - Walk over and tell your co-worker that he is totally wrong.
 - Politely interrupt your co-worker and the customer to give them the correct information.

7. You work in a computer assistance call center. A customer calls and sounds very frustrated because they cannot install a certain program on their computer. They are yelling at you. How can you respond?
- Ask them to wait while you get a supervisor.
 - Yell back at them.
 - Stay calm and try to help them with the problem.
 - Hang up the phone.



8. You work as a painter. You are in a customer's home, painting their walls. When you have finished the job, the customer asks that you repaint a few small areas. What should you say?
- Say, "No problem, I will fix those for you."
 - Say, "I don't think they need to be fixed. I am not doing it."
 - Say, "Fine, I'll do it, even though I don't want to."