



ART of Customer Service

Quiz

ART of Customer Service Quiz

1. Basically, customer service comes down to the sum of those little extras you can do for your customers.
 - a) True
 - b) False
2. The "A" in ART of Customer Service stands for:
 - a) Attention
 - b) Assisting
 - c) Artificial
 - d) Alphonso
3. When giving customers "attention," you should demonstrate that you are alert and ready to help, and they are your most important priority at that moment.
 - a) True
 - b) False
4. The "R" in ART of Customer Service stands for:
 - a) Returning
 - b) Respect
 - c) Ready
 - d) Romulan
5. To demonstrate "respect" you should:
 - a) Treat customers as you would expect to be treated.
 - b) Recognize their value as a customer.
 - c) Be respectful in your tone of voice and facial expressions.
 - d) All of the above.
6. The "T" in ART of Customer Service stands for:
 - a) Time
 - b) Total Service
 - c) Too Busy
 - d) Tacos
7. When spending "time" with customers you should:
 - a) Take the time to answer any questions.
 - b) Give them as much time as they need.
 - c) Be patient.
 - d) All of these.
8. Be kind and nice to your customers and they will come back and do business with you.

- a) True
- b) False

9. There are plenty of customers to go around; your job is to figure out which ones are going to be "big spenders."

- a) True
- b) False

10. Good customer service is more like:

- a) A Sprint – Start strong, make a good impression and the rest is easy.
- b) A Marathon – Consistent thoughtfulness and attention are required for good customer service.
- c) Water Polo – Most of the action is below the surface.
- d) Dressage – It take special expertise that few can master.

Answers: b,a,a,b,d,a,d,a,b,b

ART of Customer Service Quiz

1. Basically, customer service comes down to the sum of those little extras you can do for your customers.
 - a) True
 - b) False
2. The "A" in ART of Customer Service stands for:
 - a) Attention
 - b) Assisting
 - c) Artificial
 - d) Alphonso
3. When giving customers "attention," you should demonstrate that you are alert and ready to help, and they are your most important priority at that moment.
 - a) True
 - b) False
4. The "R" in ART of Customer Service stands for:
 - a) Returning
 - b) Respect
 - c) Ready
 - d) Romulan
5. To demonstrate "respect" you should:
 - a) Treat customers as you would expect to be treated.
 - b) Recognize their value as a customer.
 - c) Be respectful in your tone of voice and facial expressions.
 - d) All of the above.
6. The "T" in ART of Customer Service stands for:
 - a) Time
 - b) Total Service
 - c) Too Busy
 - d) Tacos
7. When spending "time" with customers you should:
 - a) Take the time to answer any questions.
 - b) Give them as much time as they need.
 - c) Be patient.
 - d) All of these.
8. Be kind and nice to your customers and they will come back and do business with you.

- a) True
- b) False

9. There are plenty of customers to go around; your job is to figure out which ones are going to be "big spenders."

- a) True
- b) False

10. Good customer service is more like:

- a) A Sprint – Start strong, make a good impression and the rest is easy.
- b) A Marathon – Consistent thoughtfulness and attention are required for good customer service.
- c) Water Polo – Most of the action is below the surface.
- d) Dressage – It takes special expertise that few can master.