

Chapter 32

Customer Service Specialist Practice Examination and Answers

Introduction

Included here are over 150 questions typical of what a prospective Customer Service Specialist might find on ETA's Customer Service Specialist exam covering the soft skills needed to interact with the public and co-workers. The answers are provided at the end of this chapter.

1. Because Customer Service is a complex and demanding field, it requires the successful CSS to possess all of the following except:
 - a. intelligence.
 - b. stunning good looks.
 - c. technical skills.
 - d. judgment.
2. When a CSS has the technical skills, discipline, intelligence, and judgment required for the job, he/she can fail their customers with a lack of:
 - a. exact change.
 - b. popular cologne.
 - c. desire.
 - d. appealing storefront.
3. To become a successful leader, it is mandatory that you have a compulsive drive to succeed.
 - a. True
 - b. False
4. The mind of a successful person is:
 - a. usually in a lower I.Q. range.
 - b. smarter than others.
 - c. hard to understand because it comes naturally.
 - d. on call at all times.
5. The following traits are shared by top Customer Service professionals except:
 - a. viewing getting ahead as a goal.
 - b. working hard.
 - c. viewing success as relational to salary.
 - d. not being afraid to put themselves on the line.
6. Every business decision we make should be geared toward holding firm for our employer's sake?
 - a. True
 - b. False
7. If we display traits of honesty and candor, we are demonstrating the concept of:
 - a. integrity.
 - b. fairness.
 - c. diligence.
 - d. incompetence.
8. Some companies pay those with CSS certificates more than ordinary workers.
 - a. True
 - b. False
9. Company loyalty requires an employee to:
 - a. establish friendships inside the competitor's company to discuss work ideas.
 - b. stay on the same page with shifting company goals.
 - c. argue with customers (if necessary) to get your company's position across.
 - d. volunteer for an assignment at the company picnic.
10. Effective customer service operations will:
 - a. increase customer loyalty and retention.
 - b. increase overall sales revenues.
 - c. provide competitive advantage.
 - d. All of the above.
11. A complaint is called what kind of feedback?
 - a. Unwanted
 - b. Negative
 - c. Positive
 - d. Not called feedback at all

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12. If a company's website is maintained by an outsourced company of web designers and consultants, then the CSS will not be troubled with customer feedback concerning the web site. All feedback should be directed to the consulting firm.
- True
 - False
13. What is customer feedback?
- A customer relating their opinions and perceptions of your company, its products, and their experience with the company.
 - Incessant nagging.
 - Complaints.
 - Sales created by customer word-of-mouth.
14. Why is a CSS concerned with all aspects of customer feedback to the company?
- If a CSS wants a promotion, he/she has to know it all.
 - The CSS is the first contact with a caller and must know enough about the company to route the call to the person who can handle it.
 - A CSS is not responsible for all aspects of customer feedback.
 - A CSS is not responsible for all aspects of their company.
15. What is the most important reason for an employer to recognize the personality types of employees?
- To place an employee in the position where he/she can be the most effective.
 - To place an employee where he/she can make the most friends.
 - To keep an employee 'out of your hair.'
 - To prevent discord.
16. It is not necessarily helpful for you to know your own personality type.
- True
 - False
17. To keep your emotions from controlling your decisions, it is a good idea to:
- ask someone else to make the decision for you.
 - make a chart listing assets and liabilities of all possible decisions.
 - toss a coin.
 - go with the decision that "feels" best.
18. If you are dating someone at your work place, it is best to:
- share your happiness with the other employees.
 - pretend you don't know each other at work.
 - be discreet and don't discuss the situation with other employees.
 - rehash last night's date with your co-workers.
19. If your day becomes too stressful, you should take a minute to relax and think of something peaceful.
- True
 - False
20. If your coworker is dealing with a tragic situation, your best bet is to:
- ignore the situation.
 - be helpful without prying into his/her affairs.
 - do nothing. He/she didn't help you when you were having a bad time.
 - give him/her advice on 'rising above' the problem.
21. If your coworker takes charge and starts to order you around, you know you're dealing with a Phlegmatic personality.
- True
 - False
22. A person with a Sanguine personality is ideally suited for a sales job.
- True
 - False

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23. The CSS testing program was started in:
- 1980.
 - 1990.
 - 2000.
 - 2002.
24. The concept of offering a customer service skills program was originally proposed by:
- military educators.
 - mass merchandiser companies.
 - independent service shop owners.
 - large manufacturing companies in Washington state.
25. Customer service problems were shifted around in the 70's and 80's as a cost cutting policy by many major companies.
- True
 - False
26. Soft skills such as those taught in CSS courses can't be learned.
- True
 - False
27. Including CSS type training concepts in technical training programs usually short-changes CSS and soft skills.
- True
 - False
28. You work for a mass merchandiser. After parking in the large parking lot, you could take one of the shopping carts back into the building and put it in the cart pickup area, but you don't. This is not an example of a pro-profit employee.
- True
 - False
29. Cold telephone calls are classified as a _____ marketing tool.
- premium and incentive
 - outdoor
 - telemarketing
 - discount program
30. To ensure products and services reach intended customers, _____ is required.
- analysis
 - follow-up
 - comparison
 - meeting
31. Effective customer service operations will:
- increase customer loyalty and retention.
 - increase overall sales revenues.
 - provide competitive advantage.
 - all of the above.
32. Continuous improvement in the customer service picture means:
- using customer feedback to improve the overall operations of the company, its products and services.
 - using customer feedback to increase customer call backs and recalls.
 - using customer feedback to extend overall company bureaucracy, its products and services.
 - using customer feedback to avoid empowerment, discussion groups and exchanges.
33. If your company doesn't seem to be paying you as much as you feel you are worth, there is no reason to devote your best efforts to your work.
- True
 - False
34. Since a public library is usually a tax-supported service, the idea of being a pro-profit employee does not apply to that type of employee.
- True
 - False
35. ROI means:
- Reduce Our Inventory.
 - Return On Investment.
 - Returned On Invoice.
 - Reduced Overtime Income.

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36. Which of the following might be considered pro-profit actions?
- Making sure service literature or product catalogs are filed in proper order.
 - Smoking in the rest room, rather than at your bench.
 - Taking a bundle of ball point pens (which advertise the company's products) home for personal use.
 - Stopping work in plenty of time to be prepared to clock out right at quitting time.
37. Which of the following would be considered pro-profit activities?
- Building relationships with fellow workers by discussing last evening's bowling.
 - Submitting an employee suggestion to improve efficiency or safety.
 - Leading your coworkers in asking management to relieve your department workers of clean-up details.
 - Calling in sick because you can't be at your best with a hangover.
38. If you have poor handwriting, you should:
- always type your messages.
 - speed up in order to hurry through the unpleasant task of writing longhand.
 - slow down and try to improve the legibility.
 - ask others to do your writing.
39. If you aren't a good writer because of bad grammar, spelling, or punctuation, you should:
- avoid writing any more than necessary.
 - ask someone else to write it for you.
 - tell people what you want, thus avoiding the embarrassment of not knowing the English language.
 - write as often as possible.
40. Asking clients to demonstrate what they understand, is not a good policy.
- True
 - False
41. Pencil and paper are great tools for organizing your thoughts.
- True
 - False
42. Developing routines is a bad idea because you can get stuck in them.
- True
 - False
43. Using a sophisticated phone message system can simplify office communications.
- True
 - False
44. Most office/service center software is too costly to be effective.
- True
 - False
45. Preparing to unload the service van, you back up to a loading area. Unfortunately, you also back over another worker, who claims you were negligent. Most likely:
- the injured worker has no claim as he or she should have been watching out.
 - the company will have to pay the injury claim.
 - you, the driver of the van, will be held personally responsible for the accident.
 - the injured worker will have health and accident insurance and that will cover the costs of the accident.
46. It is unfair for a company to refuse to hire you, just because you have a history of drug abuse.
- True
 - False

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47. You know some of the employees are stealing small items from the company you work for. The best thing for you to do is:
- ignore these activities. It is none of your concern.
 - call the police.
 - bring the activity to the attention of management.
 - plead with the workers to quit stealing.
48. If the company is paying you less than comparable workers in similar businesses, it is fair to steal a few things or to take care of personal business while on duty.
- True
 - False
49. Wasting time, or taking care of personal business while being paid to take care of company business, is stealing, just as if you were taking a tool or product of the company for yourself.
- True
 - False
50. Not offering to give the customer a receipt, with the intent of not including the income in sales for the day, is a criminal act.
- True
 - False
51. Tech support is an expense for a company. If a company claims to have technical support for the products it sells, but then knowingly hires fewer help desk workers than it needs, it is shifting these costs to the purchaser of its products and is defrauding the customer.
- True
 - False
52. A good way to punish a deadbeat customer who didn't pay his service bill is to:
- take him or her to small claims court.
 - post the unpaid invoice in plain view for future customers to see.
 - publish a notice naming that customer in the local newspaper.
 - take several big guys, go back to the home and take your parts back.
53. Which of these rules might be considered a BAD rule?
- No sexual harassment
 - No parking in the boss's spot
 - No pay checks till 4 PM
 - Only one trip to the water fountain each morning
54. Which of these rules might be considered a GOOD rule?
- Keep lights off unless absolutely necessary.
 - Keep food and drink away from your key board.
 - It is mandatory that you attend a certain church.
 - All employees must wear crew-cuts.
55. One way to build trust with coworkers is to:
- cheat if you find one or more of them cheating.
 - show them you will report them if you suspect they might be doing some thing detrimental to the company.
 - help an employee resist the temptation to cheat.
 - secretly report all violations to management.
56. Showing your boss a way to save time or money for the company is a good way to gain trust.
- True
 - False
57. The company inadvertently pays you for over time hours which you did not put in. What should you do to gain trust?
- Go to the payroll department and show them the mistake.
 - Accept the windfall.
 - Act as if you didn't notice the mistake.
 - Explain that you thought you had worked the overtime.

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58. Company policies are rules within the company that govern how the business and employees are expected to behave.
- True
 - False
59. Company policies protect the company and employees from:
- fraud.
 - liability.
 - sanctions.
 - bankruptcy.
60. Noncompliance to company policies does what?
- Creates a fun workplace.
 - Creates a burden on others.
 - Destroys businesses.
 - Makes the day more enjoyable.
61. Who usually creates company policies?
- Corporate executives
 - Corporate attorneys
 - Managers
 - All of the above
62. What factor is considered when forming company policies?
- Organizational vision
 - Corporate culture
 - Industrial climate
 - All above factors
63. Policies are implemented from the bottom of the organizational structure.
- True
 - False
64. Corporate policies are based on what?
- Competitor's policies
 - Mission statement
 - Strategic goals
 - b and c
65. Company policies should be:
- locked away.
 - available.
 - disposed of.
 - read daily.
66. Who is responsible for complying with company policies?
- Everyone
 - Employees only
 - Officers and managers
 - Customers
67. The most important company policies are:
- those that affect you.
 - those that are issued by the corporate office.
 - those issued by direct supervisors.
 - all company policies.
68. When communicating, we use symbols such as:
- words.
 - gestures.
 - personal appearance.
 - All of the above are correct.
69. Which of the following terms would be the most appropriate to use when speaking about your new secretary?
- My Girl Friday
 - My administrative assistant
 - My male administrative assistant
 - My female administrative assistant
70. By saving just five minutes a day for five days per week you would:
- not make much difference in managing your time.
 - be able to finish a tough project.
 - have saved and gained 21 hours by the end of the year.
 - none of the above.

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71. It is always best to use technical language when dealing with a customer.
- True
 - False
72. Potential customers responding to your marketing campaign are called _____ sales.
- involuntary
 - voluntary
 - incidental
 - general
73. Talking and communicating are the same thing.
- True
 - False
74. Using the "You Attitude" when communicating with customers is:
- unethical.
 - unnecessary.
 - dishonest.
 - building goodwill.
75. Universal remote controls are simple for everyone to understand.
- True
 - False
76. If you cannot help a customer with a request, you should:
- suggest where he/she might find help.
 - tell him or her it is not your department.
 - never mention a competitor.
 - call the boss.
77. Communication and customer service go hand-in-hand because:
- communicating can help solve problems.
 - good communication promotes respect.
 - a company is judged by the ability of its employees to communicate.
 - All of the above are correct.
78. Telephone conversations give the participants a greater understanding of the intended message because they give the listener a feeling of the caller's:
- mood.
 - height.
 - weight.
 - marital status.
79. Your best opportunity for success in dealing with a customer's problem begins:
- after you've had plenty of time to consider the situation.
 - when you come across a solution.
 - when you answer the phone.
 - before the phone rings.
80. Before you can solve a customer's problem, you need to find out:
- who he/she is.
 - what is the nature of his/her situation.
 - when the problem occurred.
 - All of the above.
81. Letting the customer know that he or she has made a mistake is good because:
- it shows that you know more than he/she does.
 - it makes you feel better about your own knowledge.
 - it keeps the customer in his/her rightful place.
 - None of the above.
82. The following information needs to be included in all faxes.
- The company's quarterly report.
 - A cover sheet.
 - A notation of how much time you spent on this fax.
 - Your lunch order.

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83. The best way to make certain a fax was transmitted properly is to:
- come back later and see if the machine has produced any error code messages.
 - wait for the customer to call and let you know if it was received.
 - 'babysit' your fax until the machine has confirmed it transmitted.
 - allow another coworker who is already at the fax machine to send it after his/her fax is done.
84. During an interview, which of the following would probably be LEAST considered?
- Your attitude
 - Night school electronics classes
 - Your personal appearance
 - You're "always on the job."
85. A disadvantage of formal training of employees is:
- the employee is away from his job place.
 - the employee will be more knowledgeable.
 - most employees do not like homework.
 - all of the above.
86. Which of the following packing scenarios is cause for concern that the job is not satisfactory?
- Corrugated box sides are bowed out.
 - Shaking the box lets inside objects move back and forth and rattle.
 - The masking tape used to secure the box flaps appears to be tearing.
 - All of the above.
87. Which of these is most susceptible to damage from permanent magnets?
- Credit cards
 - Cellular telephone antennas
 - Polarized power connectors
 - AA batteries
88. If you are having computer hardware problems that you are not sure how to repair, you should:
- unplug the equipment and attempt the service yourself.
 - contact a computer repair specialist since you aren't trained in such repair.
 - leave the problem to be found by someone who might know more.
 - while wearing safety goggles, use a fairly large sledge hammer to beat the computer into very small pieces, sweep them into the trash and ask for a new system.
89. So long as a worker sets his own work hours at a company, he can be classified as 'contract labor' even if he does operate out of a company truck.
- True
 - False
90. So long as a worker uses company-owned test equipment and tools and the company vehicles to perform his work, he is not allowed to also use some of his own private test equipment or tools.
- True
 - False
91. One negative result of an employer hiring a worker, but treating him or her as 'contract labor' might be:
- the employee resents not being an employee, knowing he legally should be.
 - the employee doesn't trust management in its other activities since it is cheating on him.
 - the worker may file a complaint with the wage-hour agencies, thus costing the company far more than it would have paid operating legally.
 - All of the above are correct.

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92. Records management involves:
- planning record keeping activities.
 - training users of records.
 - controlling records.
 - All the above.
93. Responsible companies use records for:
- selling data to other companies.
 - performing quantitative and qualitative analysis.
 - spying on the customer.
 - identifying competitors.
94. We pass information to higher levels to:
- let the boss know we are working.
 - divide areas of specialty.
 - answer the next call.
 - pass the responsibility.
95. You demonstrate company loyalty by:
- supporting company policies.
 - constantly looking to change company policies.
 - checking to see how your company ranks with competitors.
 - all of the above.
96. An organization may be required by law to keep what kind of data?
- Employee records
 - Hazardous waste disposal
 - Customer income levels
 - a and b
97. Complete destruction of records stored on magnetic media involves:
- shredding.
 - emptying the recycle bin.
 - throwing it away.
 - degaussing.
98. What is a Career Path?
- A plan and map for your career
 - The progression of jobs you have held
 - A training plan
 - A company hierarchy
99. Which of the following could be a valid e-mail address?
- Richardnixon@sneaky
 - Bobknighttemper.com
 - Jeffgordon@racing.net
 - Frank.sinatra.com
100. Ethical values of right and wrong can be influenced by reason and changed?
- True
 - False
101. In a confrontation who should "come out on top?"
- Customer Service Representative
 - Employer
 - Customer
 - All of the above
102. Trade organizations are beneficial because they foster:
- communications among professionals.
 - common solutions among competitors.
 - practices and standards that benefit everyone.
 - all the above.
103. Teams exist to:
- make life easier for us and others.
 - combine the efforts of several people.
 - let others do our work.
 - report the actions of workers.
104. Who is responsible for the success of the team?
- Only the team leader
 - The entire team
 - The project leader
 - The C.E.O.

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105. An effective team leader would deal with conflict by:
- immediately disciplining those involved.
 - making a report and filing it with Human Resources.
 - yelling and screaming.
 - immediately rectifying it.
106. What is the first step in the problem-solving process?
- Report the problem
 - Solve the problem
 - Collect and analyze data
 - Identify the cause
107. A person who acts as a bully in the work place is often that way because:
- of his or her superior ability with the job at hand.
 - of his or her feeling of incompetence.
 - it's the only way to get subordinates to work.
 - management will notice his or her ability to work with people.
108. The person with a Sanguine personality is very shy.
- True
 - False
109. If you need someone to fill a position that requires a lot of planning, meeting deadlines, and attention to detail, your best bet is a:
- Sanguine.
 - Phlegmatic.
 - Melancholy.
 - Choleric.
110. Never Criticize, Condemn or _____.
- Castigate
 - Compliment
 - Cauterize
 - Complain
111. If a customer asks you to spend a few minutes as he brags about his expensive duck hunting dog, you should explain that you are too busy to play with dumb animals.
- True
 - False
112. Practicing etiquette while performing service work or talking to people on the help line may be nice, but it is a wasteful use of time.
- True
 - False
113. Which of the following would be an effective way to check for punctuation errors?
- Use a writer's manual.
 - Use grammar-check on your computer.
 - Have a colleague proofread the letter.
 - All of the above are correct.
114. The customer has what appears to be a vicious dog which seems determined to attack you as you approach the house. What might you do?
- Spray the dog with Mace and warn the customer that your firm will not make further service calls until the dog is killed.
 - Yell at the customer and tell them to get that *\$#%@*& animal restrained or face a (&%\$#@ lawsuit.
 - Call from your vehicle and ask that the dog be tied or penned up.
 - Call the dog catcher.

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115. What is the ETA Solution?

- a. Evaluate the problem, Troubleshoot/Test the problem, Authenticate/Answer question, Ignore the problem
- b. Evade the problem, Troubleshoot/Test the problem, Authenticate/Answer question, Solve the problem
- c. Evaluate the problem, Troubleshoot/Test the problem, Authenticate/Answer question, Solve the problem
- d. Evaluate the problem, Troubleshoot/Test the problem, Authenticate/Answer question, What is the problem?

116. To ensure that you are giving the customer exemplary services you should:

- a. play, "You and Me" against the company.
- b. be "more than fair" and give away the store.
- c. use the ETA Solution.
- d. both A and B are correct.

117. How should you answer the telephone?

- a. Answer with your own stylized greeting reflecting your personality
- b. Answer the telephone by the third ring.
- c. Write down whatever information they give you, without asking any questions.
- d. As soon as the phone rings, answer and say "Please Hold."

118. In order to manage your time, you must first:

- a. prioritize your tasks.
- b. use an agenda or diary.
- c. make a "to-do" list.
- d. none of the above.

119. A Priority Matrix designed for one department:

- a. can be used by other departments.
- b. cannot be used by any other department.
- c. is all that is needed for one company.
- d. needs to list all appointments and schedules.

120. Real multi-tasking is only possible:

- a. with one person.
- b. with the first computer.
- c. with a team.
- d. none of the above.

121. One way an employer can increase employee satisfaction is:

- a. criticize the employee in public for mistakes.
- b. scrutinize every facet of the work assigned.
- c. give the employee leeway to complete the job as he/she sees fit.
- d. provide a list of instructions that must be followed for each step of the task.

122.. It is usually good practice to just write-off debts incurred by deadbeat customers as the cost of taking them to court outweighs the possible amount recovered.

- a. True
- b. False

123. It is not the responsibility of workers to prevent or reduce incidents of cheating. That is management's job and a reason they get paid more.

- a. True
- b. False

124. Running a credit check on a customer is usually illegal.

- a. True
- b. False

125. People who have no telephone may be more likely to have bad credit than those who do.

- a. True
- b. False

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126. A business which offers a help-desk service for buyers of its products, then reduces the help-desk pool so that callers must be on hold for long periods of time is:
- more efficient than others.
 - cheating the public and their customers.
 - not legally liable for fraud.
 - simply taking advantage of the fact that their employee's time is much more valuable than that of a servicer or the public.
127. Professional organizations are:
- technical only.
 - non-technical only.
 - technical or non-technical.
 - tax-exempt.
128. One reason to be nice to the boss's secretary is:
- so you will be invited to the boss' next party.
 - you might like to ask her for a date some day.
 - she signs the paychecks.
 - secretaries usually have a lot of power with the boss.
129. Holding membership in important organizations usually results in a pay raise or promotion.
- True
 - False
130. You may have the opportunity for a leadership position in an organization if:
- you are the most important member.
 - you are a CEO or Vice-president in your day job.
 - you make a generous donation.
 - you make an important and valuable contribution.
131. Membership in a professional organization may be absolutely required for some jobs.
- True
 - False
132. _____ is usually the biggest obstacle with the least validity.
- Happiness
 - Anxiety
 - Fear
 - Depression
133. Which of the following "resistant" types is the easiest to identify?
- Passive
 - Aggressive
 - Apathetic
 - Passive-aggressive
134. Which type of resistance is the most difficult to identify because of false impressions of support and agreement?
- Apathetic
 - Passive
 - Materialistic
 - Resistant
135. The _____ type can always find an excuse for his/her inaction, saying "I'll be happy to cooperate, just as soon as I finish..."
- passive-aggressive
 - competent
 - denial
 - neutral
136. When _____ is introduced, we feel threatened, or fearful.
- resistance
 - attitude
 - emotion
 - change
137. "Fear of the unknown" is usually a learned emotion, based solely on a/an _____ of past experiences.
- collection
 - generalization
 - variety
 - abundance

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138. Listing habits and _____, based on past experiences, may direct some to cling to old practices that don't work any more.
- belief systems
 - established patterns
 - bad manners
 - consistent ideas
139. In making the transition to positive change, the first step is to realize that change is _____ and necessary for personal growth.
- irritating
 - available
 - frequent
 - inevitable
140. The customer will usually follow your lead if you do what during communication?
- Compliment his clothing
 - Set a good example
 - Offer sound information
 - Shake his hand
141. With listening comes the need to sense, interpret, and evaluate.
- True
 - False
142. Listeners provide feedback to the speaker through their nonverbal messages.
- True
 - False
143. People listen through filters.
- True
 - False
144. Which of the following is NOT a technique for effective telephone listening?
- Body language
 - Ask questions
 - Repeat what you hear
 - Take notes
145. The following is an example of an internal customer.
- Customer with a billing problem
 - Customer with a technical problem
 - Coworker
 - Customer with a complaint
146. In order to be an effective speaker, you should do which of the following?
- Use judgmental descriptions.
 - Generalize.
 - State opinions as facts.
 - Stick to the facts. Don't use gossip or rumor.
147. Voltage can be thought of as:
- a pressure that moves electrons from one point to another.
 - the amount of electrons per second that pass through a point.
 - current flow from an AC source.
 - a and b above.
148. A store display is a good distance from the wall receptacle that is to be used. The best extension cords to use would be:
- a 50 foot #14 cord.
 - two 25 foot #16 cords.
 - one 50 foot #12 cord.
 - one 50 foot #10 cord.
149. The term "experiencing the company's system" means any aspect of a company that a customer encounters when they contact the company to do business.
- True
 - False

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150. Which is the most proactive way to prove the effectiveness of an advertising campaign for a product?

- a. Scrutinize changes in revenue streams closely and frequently.
- b. Form a team to experience the advertising first hand to see if they feel compelled to purchase the product.
- c. Ask customers how they rate the advertising and if it influenced their decision..
- d. Hire consultants to form focus groups to give feedback on a commercial's appeal.

151. What are customer expectations?

- a. What customers expect a CSS to do for them.
- b. What customers expect products to do for them.
- c. What customers expect a company to do for them.
- d. Customers' preconceived perceptions of company image, its products and the service they expect.

152. Why is the written survey the best format to use to solicit feedback?

- a. Customers desire to become novelists and like to write.
- b. It is the most effective in amassing the responses from customers.
- c. Customers will not use any other method.
- d. It is the least effective in amassing responses from customer.

153. An excellent way to get ahead at work is to socialize with your coworkers.

- a. True
- b. False

154. One reason for giving employees some autonomy on the job might be:

- a. the workers will feel better about their jobs.
- b. the employer wouldn't have to come in to work.
- c. they might expect you to do their work.
- d. they will expect more money.

155. Workplace gossip is:

- a. inevitable, so just join in.
- b. just good, clean fun.
- c. a recipe for disaster.
- d. something that is expected of you.

156. Manners are very important at work.

- a. True
- b. False

