

Practice Test 02

Customer Service Assessment Standard Examination

CUSTOMER SERVICE ASSESSMENT

Practice Examination

A more challenging assessment of practical customer service knowledge and judgement.

Assessment Areas

- Customer Communication
- Service Delivery
- Problem Solving & Judgement
- Professional Conduct
- Customer Experience Awareness
- Phone Call Customer Service

02

PRACTICE TEST

Customer Service
Assessment Standard

25

Objective Questions

25 MIN

Objective Time

5

Case Studies

50 MIN

Case Study Time

Objective Questions 1–10

Customer Service Assessment Standard • Select the best answer.

25 QUESTIONS • 25 MINUTES

- 1. A customer explains a problem but gives information in the wrong order. What is the best response?**
 - A. Assume the missing details
 - B. Interrupt and correct the customer
 - C. Listen, then ask focused questions
 - D. Ask the customer to start again alone
- 2. A customer is upset about a delay that was outside your control. Which response is most appropriate?**
 - A. Explain that it was not your fault
 - B. Acknowledge the frustration and explain the next step
 - C. Tell the customer to wait
 - D. Transfer the complaint without listening
- 3. During a phone call, a customer gives a long explanation. What best demonstrates active listening?**
 - A. Wait silently and end the call
 - B. Summarize the key points and confirm them
 - C. Change the subject
 - D. Ask unrelated questions
- 4. A customer requests a service that is not suitable for their situation. What should you do?**
 - A. Process it without discussion
 - B. Explain the limitation and offer an appropriate option
 - C. Refuse to help
 - D. Tell the customer to decide alone
- 5. Two customers need assistance at the same time. One has an urgent service issue. What should you do?**
 - A. Help the customer who arrived first only
 - B. Assess urgency and manage both customers fairly
 - C. Ignore the urgent issue
 - D. Ask both customers to return later
- 6. A caller becomes silent after you explain a service. What is a useful next step?**
 - A. End the call
 - B. Ask whether the explanation was clear and invite questions
 - C. Repeat everything louder
 - D. Assume the caller agrees
- 7. A customer asks you to make an exception to a service rule. What should guide your decision?**
 - A. The customer's mood
 - B. Personal preference
 - C. Applicable procedures and the customer's circumstances
 - D. What is quickest
- 8. A customer has received a solution but remains dissatisfied. What should you do?**
 - A. Assume the issue is finished
 - B. Explore what remains unresolved
 - C. Tell the customer to accept the solution
 - D. End the interaction
- 9. You notice that several customers are confused by the same service instruction. What is the most useful action?**
 - A. Continue using the same instruction
 - B. Report the pattern and suggest clearer information
 - C. Blame the customers
 - D. Stop providing the service
- 10. A customer asks a question while you are dealing with another customer. What is the most professional response?**
 - A. Ignore the customer
 - B. Acknowledge them and explain when you can assist
 - C. Tell them to leave
 - D. Give a rushed answer without listening

Objective Questions 11–20

Customer Service Assessment Standard • Select the best answer.

25 QUESTIONS • 25 MINUTES

11. A customer says the service representative did not understand what they needed. What should the representative do next?
- A. Defend the previous response
 - B. Ask clarifying questions and confirm the need
 - C. End the interaction
 - D. Repeat the same response
12. A customer has a reasonable request, but fulfilling it will take longer than expected. What is the best approach?
- A. Promise immediate completion
 - B. Explain the expected process and timeframe
 - C. Avoid discussing the delay
 - D. Tell the customer to contact someone else
13. During a phone call, a customer becomes emotional while explaining a complaint. Which response is most appropriate?
- A. Interrupt to speed up the call
 - B. Acknowledge the concern and allow the customer to explain
 - C. Tell the customer to calm down
 - D. Transfer the call without explanation
14. A customer gives conflicting information about what they need. What should you do before deciding how to assist?
- A. Choose an option yourself
 - B. Clarify the customer's requirements
 - C. Refuse the request
 - D. Process both options
15. A service problem has occurred twice for the same customer. What should the staff member consider before responding?
- A. Only the latest complaint
 - B. The history of the issue and the customer's current need
 - C. How quickly the conversation can end
 - D. Whether the customer is difficult
16. Which action is most likely to build trust during a customer interaction?
- A. Giving realistic information and following through
 - B. Making promises you cannot keep
 - C. Avoiding difficult questions
 - D. Giving different information to different customers
17. A customer asks for something that is outside your authority. What should you do?
- A. Make the decision anyway
 - B. Explain the limitation and refer the matter appropriately
 - C. Ignore the request
 - D. Tell the customer there is no solution
18. A customer calls about a service issue while you are handling another call. What is the most appropriate approach?
- A. Rush the current customer
 - B. Manage the calls politely and provide an appropriate wait or callback option
 - C. Ignore the second caller
 - D. Disconnect one customer without explanation
19. A customer provides feedback that a service process is confusing. What should the organization do with useful feedback?
- A. Dismiss it
 - B. Consider it when reviewing service quality
 - C. Prevent customers from commenting
 - D. Treat every complaint as incorrect
20. A customer remains dissatisfied after you explain the available options. What should you do?
- A. Ask what outcome they need and explore appropriate options
 - B. Tell them the discussion is over
 - C. Repeat the same statement
 - D. Blame the service policy

Objective Questions 21–25

Customer Service Assessment Standard • Select the best answer.

25 QUESTIONS • 25 MINUTES

-
- 21. A customer says the solution you offered does not address the real problem. What should you do?**
- A. Defend the solution
 - B. Reassess the customer's need and explore another suitable option
 - C. End the interaction
 - D. Tell the customer to accept it
-
- 22. A customer calls while you are handling several requests. Which approach best protects service quality?**
- A. Rush every interaction
 - B. Prioritize appropriately while keeping customers informed
 - C. Ignore less urgent customers
 - D. Handle requests in no particular order
-
- 23. A customer asks for information that could affect an important decision. What should you do?**
- A. Provide an answer you think is correct
 - B. Verify the information before advising the customer
 - C. Avoid answering
 - D. Ask another customer
-
- 24. A customer gives feedback about a repeated service problem. What is the most valuable response?**
- A. Record and use the feedback to identify improvement opportunities
 - B. Dismiss the feedback
 - C. Tell the customer nothing can change
 - D. Treat the complaint as personal criticism
-
- 25. A customer becomes impatient after being placed on hold during a phone call. What should you do when returning to the call?**
- A. Continue without acknowledging the wait
 - B. Thank the customer for waiting and address the request
 - C. Put the customer on hold again
 - D. Tell the customer to call later

Objective Section Complete

Questions 1–25 complete • 25 minutes allocated

Case Study Questions

Write your own response. Apply customer-service standards to each situation.

5 CASE STUDIES • 50 MINUTES

CASE STUDY 01 — CUSTOMER COMMUNICATION

Scenario

A customer contacts a service centre about a previous request. The customer explains what happened, but leaves out an important detail. They expect you to understand the situation and provide useful assistance.

How would you handle the interaction to obtain the missing information while making the customer feel heard and respected?

Candidate Response

CASE STUDY 02 — SERVICE DELIVERY

Scenario

A customer needs a service urgently but is unsure which option is most suitable. Several options are available, and choosing the wrong one could cause further delay.

How would you assess the customer's needs and guide them toward an appropriate service?

Candidate Response

CASE STUDY 03 — PROBLEM SOLVING & JUDGEMENT

Scenario

A customer reports that they were given different information by two members of staff. The customer is now unsure which information to follow and wants a clear answer.

How would you investigate the situation, determine the appropriate information, and respond to the customer?

Candidate Response

CASE STUDY 04 — PROFESSIONAL CONDUCT & PHONE SERVICE

Scenario

During a telephone call, a customer becomes verbally aggressive after hearing that their request cannot be completed in the way they expected. The customer continues speaking over you.

How would you manage the call professionally while protecting the quality of the customer interaction?

Candidate Response

CASE STUDY 05 — CUSTOMER EXPERIENCE AWARENESS

Scenario

Customer feedback shows that people are satisfied with the staff but often find one part of the service process difficult to understand. Management wants to improve the overall customer experience.

What would you recommend to improve the process, and how would you determine whether the changes improved customer satisfaction?

Candidate Response
