

## Customer Service Answer Key

**1. There are two good answers for this question—answer choice (a) or answer choice (c).**

- Answer choice (a) is good because you are still helping the customer with what they need by taking them to another employee.
- Answer choice (c) is also good because you are staying to help the customer with what they need. However, you are not necessarily expected to stay beyond your scheduled shift. Some people do this sometimes just to show that they are really committed to their job.
- Answer choice (d) is not the best response because the customer will get frustrated when you leave them before they have gotten all of the help they need.
- Answer choice (b) is the worst response, because if you don't help the customer at all, then they will get upset.

**2. The best answer is (b).** Even though it is not your fault, it is still appropriate to apologize to the frustrated customer. You should try to say, "I am sorry."

- By apologizing, you are not saying that YOU did anything wrong. What you really mean is, "Even though it's not my fault, I'm sorry that happened to you" or "Even though it's not my fault, I'm sorry you are frustrated."
- It can be very hard for some people to apologize for something that is not their fault—so, another good answer is (c). Answer (c) is good because you are staying calm and offering to assist the customer.
- Answer (d) is not an appropriate response because it might make the customer more upset if you tell them to calm down. It might make them feel insulted.
- Answer (a) is the worst response because walking away will make the customer even more upset.

**3. The best answer is (c).** It can be very annoying when people talk loudly on the phone in public places. However, your job as a cashier is to check the customers out. If they are on the phone while you are doing this, that is OK.

- Answer (b) is not an appropriate response. You should continue to ring up the customer's items, while the customer is on the phone. If you wait until the customer gets off the phone, that will make this customer (and other customers) frustrated with you.
- Answer (a) is not an appropriate response. Even though the customer's phone use might be annoying you, it is not ok for you to tell them to get off the phone. They have the right to be on the phone, even though it can seem rude or annoying.

**4. The best answer is (b).** It can be very frustrating when you believe you are right and you believe that the other person is wrong. However, when you are in a customer service position, you have to follow this rule: "The customer is always right." This means that sometimes, you have to keep your thoughts and opinions to yourself.

- Answer (a) is not an appropriate response. If you walk away without saying anything, it will make the customer think that you are rude and that you have a bad temper. Then, they might not give you a \$\$ tip, or they might complain to your manager.
- Answer (c) is not an appropriate response. When you are in a customer service position, you have to follow this rule: "The customer is always right." Don't argue with the customer, even when you feel like they are wrong. This means that sometimes, you have to keep your thoughts and opinions to yourself.

**5. There are two good answers for this question—answer choice (b) or answer choice (c).**

- Answer choice (b) is good because you are being honest with the customer, while also making sure that they get the help they need. It is ok if you don't always know how to help a customer, but you do have to make sure that they get help from someone.

- Answer choice (c) is also good because you are being honest with the customer, while also making sure that they get the help they need. It is ok if you don't always know how to help a customer, but you do have to make sure that they get help from someone.
  - Answer choice (a) is not appropriate because it is not ok to leave a customer without taking them to someone who can help them.
  - Answer choice (d) is the worst answer. A customer might get very upset if you just walk away from them without saying anything. They might even complain to your supervisor.
6. **The best answer is (c).** It is important for the customer to receive correct information. If they receive incorrect information, they might get very upset later on. The key is to politely interrupt your co-worker. This means you might say something like, "Excuse me, I am sorry to interrupt. I think that you might have the wrong information. Here is what you need to do..."
- It can be difficult to know how to politely and appropriately interrupt your co-worker if he is talking to a customer. So, the next best answer is (a).
  - Answer choice (b) is not appropriate because it will make your co-worker angry or embarrassed if you walk over and tell him that he is totally wrong. This might also make the customer feel uncomfortable.
7. **There are two good answers for this question—answer choice (c) and answer choice (a).**
- When a customer is upset, it is important for you to stay calm and try to assist them (answer c).
  - Another good choice is (a). If you feel that you cannot handle this angry customer, it is OK to get your supervisor involved.
  - Answer choice (b) is not an appropriate response. Yelling back will only make the situation worse, and it could get you fired.
  - Answer choice (d) is also inappropriate. If you hang up on a customer, they will probably call back and complain to your supervisor.
8. **The best answer is (a).** Remember this saying: "The customer is always right." This means that even when you do not agree with the customer, you usually need to treat them as if they are right.
- Answer choice (c) is not an appropriate response. Even though you are agreeing to fix the problem, your response is phrased in a rude and angry way. This could make the customer upset with you.
  - Answer choice (b) is not an appropriate response. Don't argue with the customer, even when you feel like they are incorrect. This means that sometimes, you have to keep your thoughts and opinions to yourself.