

Chapter 1—Customer Service Skills

TRUE/FALSE

1. Attitude is everything when providing service.

ANS: T PTS: 1 REF: An Excellent Customer Service Attitude

2. Attitude is not considered a key factor in developing a good first impression.

ANS: F
Attitude is also a key factor in developing first impression.

PTS: 1 REF: An Excellent Customer Service Attitude

3. Attitude is contagious not only to other employees or contractors with whom you work, but also to the customers themselves.

ANS: T PTS: 1 REF: An Excellent Customer Service Attitude

4. Knowing how to do your job well is fostered by confidence.

ANS: T PTS: 1 REF: Confidence

5. Appreciation is *not* considered a mind-set established through self-talk.

ANS: F
Appreciation is a mind-set established through self-talk.

PTS: 1 REF: Appreciation

6. Empathy is always agreeing with everything the customer says.

ANS: F
Empathy does not mean agreeing with everything your customer says.

PTS: 1 REF: Empathy

7. Telling a customer what he or she wants to hear regardless of whether or not it is true is okay, as long as the customer doesn't discover you were dishonest.

ANS: F
Don't tell a customer what he or she wants to hear, unless it is the truth. Instead, tell him or her the facts and work on solving the problems.

PTS: 1 REF: Honesty

8. Reliability has nothing to do with always doing what you say you will do.

ANS: F
Part of reliability is always doing what you say you will do when you will do it.

PTS: 1 REF: Reliability

9. Being open-minded means that all opinions or ideals are correct for a particular problem.

ANS: F

Being open-minded does not, however, mean that all opinions or ideals are correct for a particular problem, but having the ability to listen to the customers ideals and opinions will help strengthen the technician/customer relationship.

PTS: 1 REF: Open-Mindedness

10. Courtesy is a habit that, once formed, becomes second nature.

ANS: T PTS: 1 REF: Courtesy

MULTIPLE CHOICE

1. Confidence, competence, appreciation, empathy, honesty, reliability, responsiveness, patience, open-mindedness, and courtesy make up the elements of _____.
a. self-talk c. self-image
b. attitude d. correctness

ANS: B PTS: 1 REF: An Excellent Customer Service Attitude

2. _____ is having the right knowledge and skills to perform a particular task.
a. Courtesy c. Competence
b. Reliability d. Confidence

ANS: C PTS: 1 REF: Competence

3. _____ is believing that you can perform a particular task well.
a. Courtesy c. Competence
b. Reliability d. Confidence

ANS: D PTS: 1 REF: Confidence

4. _____ includes all the things you are saying to yourself as you work with a customer and complete your tasks.
a. Self-talk c. Appreciation
b. Honesty d. Empathy

ANS: A PTS: 1 REF: Confidence

5. Ensuring that customers and coworkers can contact you and showing up on time are two primary keys to being considered _____.
a. competent c. honest
b. reliable d. responsive

ANS: B PTS: 1 REF: Reliability

6. If you are out of touch for a specific time, letting people know so they won't be disappointed by your lack of response is part of being _____.
a. honest c. empathetic
b. appreciative d. reliable

ANS: D PTS: 1 REF: Reliability

7. Which of the following elements demonstrates attentiveness to the customer and allows you to gain critical information necessary for your task?
- a. Courteousness
 - b. Responsiveness
 - c. Open-mindedness
 - d. Effective listening

ANS: D PTS: 1 REF: Empathy

8. Promising that a product will meet a need when you know it won't will cause "_____" problems.
- a. reliability
 - b. honesty
 - c. empathy
 - d. confidence

ANS: B PTS: 1 REF: Honesty

9. Appreciation is a mindset established through _____.
- a. competence
 - b. empathy
 - c. self-talk
 - d. honesty

ANS: C PTS: 1 REF: Appreciation

10. A person who is good-natured and tolerant of delay or incompetence is considered to be _____.
- a. patient
 - b. open-minded
 - c. appreciative
 - d. confident

ANS: A PTS: 1 REF: Patience