

CCRN Customer Service Test

Name _____

Score: _____

Agency _____

Date _____

You must pass this exam with a score of 85% or better. All answers have either been discussed in the classroom or are contained within your written materials.

Please circle the letter of the BEST answer offered. Choose only one letter for each question.

1. It is important for public employees to provide outstanding customer service because:
 - a. Our customers deserve it.
 - b. Our agencies are in the public eye (media).
 - c. We don't want to be a BLACK HOLE of customer service.
 - e. All of the above.

2. Customer service training within an organization can result in improved morale and pride in the services being offered.
 - a. True
 - b. False

3. Our work attitudes are:
 - a. a result of our environment.
 - b. a result of how we are treated by coworkers and supervisors.
 - c. a personal choice.
 - d. a result of how we are treated by customers.
 - e. dependent on how much money we make.

4. Communication involves:
 - a. A message and a receiver
 - b. A sender and a message
 - c. A sender, a message, and a receiver
 - d. A sender and a receiver

5. The overall goal of the communication process is to:
 - a. Confuse the receiver
 - b. Keep them guessing
 - c. Convey the message from the sender to the receiver that is understood
 - d. Complicate the situation
3. Build walls between two parties
6. Communication is most successful when the _____ is/are engaged:
 - a. The speaker
 - b. The listener
 - c. The speaker and the listener
7. When it comes to communicating with others, we should:
 - a. Be present
 - b. Be engaged
 - c. Smile
 - d. All of the above
8. Three barriers discussed in class that exist in communication with customers are:
 - a. Prejudice, brick walls, gender differences
 - b. Gender differences, physical barriers, ignorance
 - c. Language, generational differences, prejudices
 - d. Physical size differences, age, religion
9. Being present means,
 - a. Eye contact
 - b. Body language
 - c. Listening
 - d. All of the above
10. People tend to take things personally because they often take themselves too seriously.
 - a. True
 - b. False
11. Laughter and a sense of playfulness in the workplace can actually increase production.
 - a. True
 - b. False

12. Circle the one letter below that is not important when dealing with a difficult customer:
- a. Don't take what the customer says personally
 - b. Be present
 - c. Listen and get engaged
 - d. Show that you personally care about their situation and want to try to help
 - e. Match the customer's level of intensity

For each scenario below, circle the letter of the BEST response.

13. An angry male approaches the counter/window and demands to speak to someone about treatment he received over the phone by an employee from another department. There is bullet-resistant glass between you and the customer. He slams his fist down on the counter in frustration and states that "no one is willing to listen to me, and I demand service, now!"

Your response:

- a. You match his level of intensity and show your strength by raising your voice to him. You ask him very directly "what exactly do you need?" You remind him not to hit the counter again.
 - b. You look over at him from across the room, pick up the phone and call for the nearest officer to respond before addressing him.
 - c. Acknowledge that the customer sounds upset, and advise him that you are willing to help him if he can describe what he needs without raising his voice. Keep yourself in a place of safety, listen and talk with him in a calm, lowered tone of voice.
14. A female approaches the counter/window and requests a police report of a crime. She is abrupt and somewhat rude. She says she does not have a case number but has the name of the victim and the suspect in the case. She says she "knows" you won't take the time to research the information to locate the case number because her friends told her your department will not go out of the way to help people.

Your response:

- a. You tell her that her friends are correct, that you will not waste time helping a rude customer.
- b. Tell her that what she has heard is incorrect and that you would be happy to help her.

c. Welcome her to The Black Hole and ask her to fill out form number 06-415a and then you will determine if you can help her.

15. You are having a particularly frustrating day. A customer approaches and you find yourself being “short” with the customer at the counter.

Your response:

- a. Recognize your behavior. Stop it. Ask someone else to finish the task needed and handle the customer.
- b. Recognize your behavior. Stop it. Apologize to the customer for your abruptness and continue to serve them in a professional manner.
- c. Realize your behavior, explain to the customer that you’ve had a particularly hard day and that your fellow workers are not carrying their weight. Do your best to serve the customer.