

Customer Care Quiz

What does it mean to them if you get someone's name slightly wrong?

What does it mean to them if you don't offer to shake their hand?

What's the biggest cause of changing to a new supplier?

What does MMFI stand for?

What percentage of people complain?

What do most dissatisfied people do?

How many other people do unhappy customers tell?

What are the two types of customer care (top and bottom of the triangle)?

Why is it not enough to do the same as last year?

Why is it not always ideal to sort out an angry person's problem as soon as you understand what it is?

How do you convince a person that you really do understand their problem?

What are the four types of customer?

How do the top right corner people like/hate to be treated?

How do the bottom left types want to be treated?

Give an example of delighting a customer

What should you say when you answer the phone?

What should you ask before transferring someone or putting them on hold?

Why is body language more important than the words you use?