

DPW-PUBLIC WORKS UNIVERSITY –CUSTOMER SERVICE QUIZ

Customer Service is an integral part of our jobs and how we do business. Our most valuable assets are our customers both our internal and external customers. **Horst Schulz.....**"Even if you have the empathy and the passion and you address the customer's problem, you haven't really given good customer service in total. You haven't done that until you have eliminated the problem that caused her to call in the first place." **Charles Fishman, Fast Company**

	Customer Service Questions -- True or False?	True	False
1.	DPW is in the business of servicing the needs of our customers, we can only do this if we know what our customers want. <input style="width: 568px; height: 15px; border: 1px solid green;" type="text"/>		
2.	In responding to a frustrated customer's question, you should immediately look to correct the problem and give an answer. <input style="width: 568px; height: 15px; border: 1px solid red;" type="text"/>		
3.	Customers should be treated as individuals. <input style="width: 568px; height: 15px; border: 1px solid green;" type="text"/>		
4.	Always look for ways to help the customer, if they make a request no matter what it is let them know you will always honor their request. <input style="width: 568px; height: 15px; border: 1px solid red;" type="text"/>		
5.	The customer may not always be right but the customer must always win. <input style="width: 568px; height: 15px; border: 1px solid red;" type="text"/>		
6.	When you answer a call, and the customer's concerns would be better handled and resolved with another department within DPW, you should take personal responsibility to make sure the customer's call is appropriately directed. <input style="width: 568px; height: 15px; border: 1px solid green;" type="text"/>		
7.	When dealing with an angry verbally abusive customer over the phone its o.k. to hang up. <input style="width: 568px; height: 15px; border: 1px solid red;" type="text"/>		
8.	It's o.k. to eat, drink or chew gum while talking with a customer either on the phone or face-to-face. <input style="width: 568px; height: 15px; border: 1px solid red;" type="text"/>		
9.	If you make a mistake when dealing with a customer don't admit you've made a mistake, look for ways to correct the mistake without the customer knowing. <input style="width: 568px; height: 15px; border: 1px solid red;" type="text"/>		

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10.	After resolving a customer concern, follow-up should be done to ensure everything went o.k. and to find out if there is anything else you can do.		
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