

## SERVICE ATTITUDE TEST

Answer the following questions, true or false.

1. True **False** Customers expect too much from customer service representatives; after all they are not management and are only doing their jobs as best they can.
2. True **False** If there are problems in the workplace, customers need to be more understanding when dealing with those employees.
3. True **False** Customers who expect a quick response to every question are not reasonable.
4. True **False** Customers need to be more thorough when they have a problem and not be so quick to call customer service.
5. True **False** Customers who complain about being placed on hold for a couple of minutes are unreasonable customers.
6. True **False** Customers need to be aware of how hard a customer service representative's job is so they will be more understanding when dealing with customer service representatives.
7. True **False** Customers need to chill out and not be so impatient about getting their problems resolved.
8. True **False** Customers need to be patient while the phone representative finds the right person to solve their problems, even if they have to be transferred to a couple of different people before they get to that person.
9. **True** False Customers who ask to speak to a customer service representative's supervisor without giving the customer service representative time to solve their problem should be discouraged from speaking to the supervisor until the phone representative has had time to deal with their issue.
10. True **False** Customers are too dependent on customer service representatives. They should take time and read all manuals and correspondences before calling.

## SERVICE ATTITUDE TEST ANSWER KEY

Have the students grade their tests by giving themselves one point for every false answer and two points for every true answer. All the answers are false. Therefore, a perfect score is 10. Anyone scoring over a 13 on the test needs to work on his/her customer service attitude.

1. Customers do expect a lot of service. As a provider of customer service, it is not your job to define your customers' needs, but to respond to those needs.
2. Why should the customer need to understand your problems? They are concerned with their own problems.
3. The customer feels it is reasonable. Customers call when their work involves your company. They do not want to wait.
4. Some customers become very dependent on companies they do business with. This is exactly what the company wants. Customers who feel comfortable calling a company will become regular customers.
5. Try this: look at the second-hand on your watch, then close your eyes. Keep them closed until you think a minute has elapsed, and then open them. More than likely you opened your eyes before the minute was up (instruct the students not to count). A minute can be a long time.
6. The customer doesn't care how busy you are. Customers want to feel important. When they call they expect your full attention.
7. Yes, they probably should. Impatience, however, comes with the territory.
8. A customer wants fast, courteous service. When they have to wait, they are not getting what they want. When callbacks are unavoidable, arrange to call the customer at a specific time. Do everything possible to honor this commitment.
9. Some customers are too quick to talk to supervisors. When they ask to do so they are saying, "You are not meeting my needs and I want to talk with someone else." There will be times you cannot satisfy a customer. Discuss these situations with your supervisor to learn how they are to be handled. One way to handle these calls is to say, "I have no problem with you talking to my supervisor but I have been trained to handle customer problems. Let me try to correct the problem. If you are not satisfied after I work the issue, I will put you right through to my supervisor." Most customers will let you handle their problem since now they have two chances of getting the problem resolved to their liking.
10. Yes, some customers could avoid calling if they tried to solve their own problems. But why should they? The customer's view is, "That's your job." Why should they spend time solving problems when the company offers customer service? Be grateful when customers call. They keep people employed.