

Customer Service and Handling Complaints Quiz

Passing score = 80%

Select the correct answer.

1. T F Feedback does not need to be sought.
2. T F The person who receives the complaint should document it.
3. T F You don't have to respond to complaints.
4. T F The "5 Whys" is a tool for performing root cause analysis.
5. T F Customer requirements and/or incorrect sample collection may be a potential cause of a problem.
6. T F There may be more than one root cause of a problem.
7. T F In the example, the root cause of the water leaking on the floor was "the freezer was held open too long."

8. Of the following what best describes "empathizing" with the customer?:

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|---------------------------------|-----------------------------------|---------------------------|---------------------------------|
| A. Being a sympathetic listener | B. Treating them as troublemakers | C. Ignoring what they say | D. Hang up when they insult you |
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9. Which is the best way to seek customer feedback?:

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|----------------------|--|---------------------|-----------------------|
| A. Talk to customers | B. Wait for a complaint and then respond | C. Passive feedback | D. All of the choices |
|----------------------|--|---------------------|-----------------------|

10. Pick the best answer(s). Customer Service skills include

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|---------------------------------------|-----------------------------|------------------------|-------------|
| A. Smiling when you talk on the phone | B. Being polite and helpful | C. Returning all calls | D. A, B & C |
|---------------------------------------|-----------------------------|------------------------|-------------|

11. The laboratory needs a policy and procedure for customer complaints to:

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| A. Know who should document the complaint. | B. Record management's reactions to complaints. | C. Neither A nor B | D. A and B |
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12. The Quality Management System documents include

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| A. Quality policies | B. Articles on ISO Guidelines | C. Employee resumes | D. All of the choices |
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13. Match the correct term and definition:

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|--|--|-----------------------------------|
| A. Define | B. Analyze | C. Improve |
| ___ Why did something happen (what was the cause)? | ___ "What, when, where, how" did something happen? | ___ What will be done about this? |

14. Match the correct term and definition:

- | | | |
|---------------|----------------------|---|
| A. Correction | B. Corrective Action | ___ Establishes root cause and action prevents reoccurrence |
| | | ___ The immediate fix to a problem |

