

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 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 cause of a problem.
 7. T F In the example, the 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?:
- | | | | |
|---------------------------------|-----------------------------------|---------------------------|---------------------------------|
| A. Being a sympathetic listener | B. Treating them as troublemakers | C. Ignoring what they say | D. Hang up when they insult you |
|---------------------------------|-----------------------------------|---------------------------|---------------------------------|
9. Which is the best way to seek customer feedback?:
- | | | | |
|----------------------|--|---------------------|-----------------------|
| 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
- | | | | |
|---------------------------------------|-----------------------------|------------------------|-------------|
| 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:
- | | | | |
|--|---|--------------------|------------|
| A. Know who should document the complaint. | B. Record management's reactions to complaints. | C. Neither A nor B | D. A and B |
|--|---|--------------------|------------|
12. The Quality Management System documents include
- | | | | |
|---------------------|-------------------------------|---------------------|-----------------------|
| A. Quality policies | B. Articles on ISO Guidelines | C. Employee resumes | D. All of the choices |
|---------------------|-------------------------------|---------------------|-----------------------|
13. Match the correct term and definition:
- | | | |
|--|--|-----------------------------------|
| 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 cause and action prevents reoccurrence | ___ The immediate fix to a problem |
|---------------|----------------------|--|------------------------------------|

