
NRF Customer Service Study Guide part 2

With Complete Solutions

Keeping records about customer preferences:

- Can help you provide more personalized service to returning customers
- Will make customers suspicious of your ability to remember details
- Requires an expensive computer system - Answer✓✓ - • Can help you provide more personalized service to returning customers

Referring a customer to a competitor will likely result in:

- The customer seeking you out for future needs
- The customer never returning to your store
- A lost sales opportunity for you
- None of the above - Answer✓✓ - None of the above

Which of the following steps will help you keep commitments to customers?

- Promising customers you will find the items they request
- Calling customers back only when you can find the requested item or information

Customer Service Study Guide

John R. Walker, Donald E. Lundberg



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The Certified Customer Service Specialist Examination Study Guide, 2003-12 Study guide for Customer Service Specialist

Certification Examination *Study Guide to Accompany The Restaurant: From Concept to Operation, 5e* John R. Walker, Donald E. Lundberg, 2007-09-21

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