
Customer Service Exam Papers Samples

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Customer Service Psychometric Tests. Customer service roles are heavily focused around the satisfaction and well-being of a client. As such, recruiters are looking for candidates to display the skill set required in order to thrive in this type of role. The types of skills that employers are looking for, in customer service based roles, include:

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in interviews. Use a combination of interview questions that include hypothetical scenarios to test customer service/support representative skills and multiple-choice and essay questions to test candidates on products unique to your company.

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C. diffusing the customer's anger. D. avoiding the conflict completely. 14. Which of the following is an example of a customer service situation related to fraud: A. A company treats customers differently based on their races. B. A customer feels insulted by a server and wants him/her to be fired. C. A staff member is stealing food from the ...

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