

1. How can a business professional avoid encountering dissatisfied customers?

- A. By failing to address them
- B. By performing all aspects of work perfectly
- C. By serving customers until they are satisfied
- D. Business professionals cannot fully avoid encountering dissatisfied customers; it's how they respond to these customers that matters

2. What is a customer complaint?

- A. A specific issue voiced by clients with regard to a transaction
- B. Something that, from the customer's perspective, is not acceptable with regard to a business practice
- C. A formal declaration of dissatisfaction from a customers
- D. A and B

3. How will most customers speak and act when explaining their order complaint?

- A. In a happy and understanding tone
- B. In a bored and uninterested tone
- C. In an angry, frustrated, and offended tone
- D. In an excited, positive tone

4. How should a business professional respond to angry customers?

- A. Succinctly, to end the conversation as quickly as possible
- B. Calmly, respectfully, and understandingly
- C. Communications should be ceased with angry customers altogether
- D. Politely and avoid speaking over the customer's complaints

5. What are some of the benefits of successfully resolving a customer complaint?

- A. Improved client relations
- B. A lower transaction cancellation rate
- C. Fewer dissatisfied customers and an improved long-term company reputation
- D. All of the above

S Reading Online

Naomi Segal, Daniela Koleva



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