

# Customer Service Exam

## Submission details

Submission number	
Submission to date	
Date submitted	

## Performance objective

The candidate must demonstrate knowledge of customer service and understand that customer service is important.

## Assessment description

This assessment requires the candidate to complete a customer service assessment.

## Procedure

1. Follow instructions for the test, answer the questions accordingly.
2. Once the test is completed, the candidate will receive a score.

## Specifications

This assessment is a multiple-choice (MCQ) test. It is a 10-minute test. It is a 10-minute test. It is a 10-minute test.

The test is divided into two sections. The first section is a 5-minute test. The second section is a 5-minute test.

There are 10 questions in the first section. There are 10 questions in the second section. There are 10 questions in the third section.

The test is a 10-minute test. It is a 10-minute test. It is a 10-minute test. It is a 10-minute test.

# Bsbcus501a Learner Guide

## **Scope**



## **BsbCUS501a Learner Guide:**

BSBCUS501A Manage Quality Customer Service Learner Guide Pearson Scope Staff,2010-05-04 This Learner Guide addresses the competency BSBCUS501A Manage Quality Customer Service It provides solid underpinning knowledge plenty of practical examples and workplace scenarios and the flexibility to be used in a variety of learning environments such as on the job off the job distant learning or for a combination of these *Develop Workplace Policy and Procedures for Sustainability* Brenda Hughes,Pearson Scope Staff,2011 This Learner Guide addresses the competency BSBSUS501A Develop workplace policies and procedures for sustainability It provides solid underpinning knowledge plenty of practical examples and workplace scenarios and the flexibility to be used in a variety of learning environments such as on the job off the job distant learning or for a combination of these For added flexibility Pearson Scope resources are available electronically as Licensed Content giving you the option to add or delete the content place it online or simply print it out

**BSBCUS501** ,2016 *Write Simple Documents* Natalie Ford,Scope,2009 This Learner Guide addresses the competency BSBWRT301A Write simple documents This Learner Guide will help trainees and students achieve superior learning outcomes with the following learning features Numerous practical activities linked to competencies Important tips and hints to help students on the job Practical examples to show how theory applies to the workplace End of chapter assignments and case studies Workplace Projects to allow students to apply theory to a workplace situation Workplace Simulations that are based on case studies and scenarios A glossary of key terms End of section tables linking the activities in the Guide to the performance criteria addressed in the section End of section tables that link the Employability skills covered Provides engaging material for learning designed to increase the participant s interest in the program and likelihood of completion Is written in relevant easy to read language that facilitates learning Provides numerous activities that develop concepts and reinforce skills Provides clear links between learning and practice including employability skills Can be used in both workplace and classroom training environments This Learner Guide will help teachers and trainers of the competency standard by Providing a clear and consistent resource for each participant Giving the necessary underpinning knowledge for each participant minimising the need for further handouts and or preparation Providing a source of assessment activities and or a component of a portfolio of evidence when complete BSBCUS201A Learner Guide Deliver a Service to Customers Scope,2009-08-12 This Learner Guide addresses the competency BSBCUS201A Deliver a service to customers It provides solid underpinning knowledge plenty of practical examples and workplace scenarios and the flexibility to be used in a variety of learning environments such as on the job off the job distant learning or for a combination of these This Learner Guide will help trainees and students achieve superior learning outcomes with the following learning features Numerous practical activities linked to competencies Important tips and hints to help students on the job Practical examples to show how theory applies to the workplace End of chapter assignments and case studies Workplace Projects to allow students to apply theory

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**BSBPRO301A Learner Guide Recommend Products and Services** Scope,2009-02-03 This Learner Guide addresses the competency BSBPRO301A Recommend products and services This Learner Guide will help trainees and students achieve superior learning outcomes with the following learning features Numerous practical activities linked to competencies Important tips and hints to help students on the job Practical examples to show how theory applies to the workplace End of chapter assignments and case studies Workplace Projects to allow students to apply theory to a workplace situation Workplace Simulations that are based on case studies and scenarios A glossary of key terms End of section tables linking the activities in the Guide to the performance criteria addressed in the section End of section tables that link the Employability skills covered Provides engaging material for learning designed to increase the participant s interest in the program and likelihood of completion Is written in relevant easy to read language that facilitates learning Provides numerous activities that develop concepts and reinforce skills Provides clear links between learning and practice including employability skills Can be used in both workplace and classroom training environments This Learner Guide will help teachers and trainers of the competency standard by Providing a clear and consistent resource for each participant Giving the necessary underpinning knowledge for each participant minimising the need for further handouts and or preparation Providing a source of assessment activities and or a component of a portfolio of evidence when complete BSBCMN309A Learner Guide Pearson Scope,2006-09 This Learner Guide addresses the competency BSBCMN309A Recommend products and services It provides learners with a structured learning pathway of concepts examples and activities addressing each Performance Criteria of the competency standard in a logical fashion This Learner Guide will help trainees and students achieve superior learning outcomes as it Provides engaging material for learning designed to increase the participant s interest in the program and likelihood of completion Is written in relevant easy to read language that facilitates learning Provides numerous activities that develop concepts and reinforce skills Provides clear links between learning and practice Can be used in both workplace and classroom training environments This Learner Guide will help teachers and trainers of the competency

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*BSBWRT401A Learner Guide Write Complex Documents* Mary Wilson, Scope, 2010 This Learner Guide addresses the competency BSBWRT401A Write complex documents It provides solid underpinning knowledge plenty of practical examples and workplace scenarios and the flexibility to be used in a variety of learning environments such as on the job off the job distant learning or for a combination of these This Learner Guide will help trainees and students achieve superior learning outcomes with the following learning features Numerous practical activities linked to competencies Important tips and hints to help students on the job Practical examples to show how theory applies to the workplace End of chapter assignments and case studies Workplace Projects to allow students to apply theory to a workplace situation Workplace Simulations that are based on case studies and scenarios A glossary of key terms End of section tables linking the activities in the Guide to the performance criteria addressed in the section End of section tables that link the Employability skills covered Provides engaging material for learning designed to increase the participant s interest in the program and likelihood of completion Is written in relevant easy to read language that facilitates learning Provides numerous activities that develop concepts and reinforce skills Provides clear links between learning and practice including employability skills Can be used in both workplace and classroom training environments Providing a clear and consistent resource for each participant This Learner Guide will help teachers and trainers of the competency standard by Giving the necessary underpinning knowledge for each participant minimising the need for further handouts and or preparation Providing a source of assessment activities and or a component of a portfolio of evidence when complete [BSBINN201A Learner Guide Contribute to Workplace Innovation](#)

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*CHCCS305A - Assist Clients with Medication Learner Guide* Scope Staff,2009-10-27 This Learner Guide addresses the competency CHCCS305A Assist clients with medication It provides solid underpinning knowledge plenty of practical examples and workplace scenarios and the flexibility to be used in a variety of learning environments such as on the job off the job distant learning or for a combination of these This Learner Guide will help trainees and students achieve superior learning outcomes with the following learning features Numerous practical activities linked to competencies Important tips and hints to help students on the job Practical examples to show how theory applies to the workplace End of chapter assignments and case studies Workplace Projects to allow students to apply theory to a workplace situation Workplace Simulations that are based on case studies and scenarios A glossary of key terms End of section tables linking the activities in the Guide to the performance criteria addressed in the section End of section tables that link the Employability skills covered Provides engaging material for learning designed to increase the participant s interest in the program and likelihood of completion Is written in relevant easy to read language that facilitates learning Provides numerous activities that develop concepts and reinforce skills Provides clear links between learning and practice including employability skills Can be used in both workplace and classroom training environments This Learner Guide will help teachers and trainers of the competency standard by Providing a clear and consistent resource for each participant Giving the necessary underpinning knowledge for each participant minimising the need for further handouts and or preparation Providing a source of assessment activities and or a component of a portfolio of evidence when complete

*CHCCS303A Learner Guide, Provide Physical Assistance with Medication* Hendrika Johnson,Scope,2008 This Learner Guide addresses the competency CHCCS303A Provide physical assistance with medication It provides learners with a structured learning pathway of concepts examples and activities addressing each Performance Criteria of the competency standard in a logical fashion This Learner Guide will help trainees and students achieve superior learning outcomes as it Provides engaging material for learning designed to increase the participant s interest in the program and likelihood of completion Is written in relevant easy to read language that facilitates learning Provides numerous activities that develop concepts and reinforce skills Provides clear links between learning and practice Can be used in both workplace and classroom training environments This Learner Guide will help teachers and



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