CUSTOMER SERVICE SOLUTIONS 2015

**ANSWERS**

**SECTION A**

1. A
2. B
3. C
4. D
5. A
6. B
7. D
8. B
9. D
10. C
11. C
12. A
13. B
14. D
15. A
16. C
17. B
18. C
19. A
20. C

**SECTION B**

**QUESTION 1**

i. Be calm and polite

ii. Listen to what they say

iii. Deal with the problem not the person

iv. Use a win-win approach

v. Do not grovel, apologise and give way too readily

vi. Follow through

i. Apologise that you cannot yet meet the needs

ii. Explain when you will be able to supply the info required

iii. Keep the customers informed of the developments

iv. Provide some alternative

**Question 2**

i. The training itself can be carried out at times which are convenient to the work place, rather than having it to fit a central schedule

ii. In conducting training of staff, the manager or supervisor has a greater understanding of service standards and is able to maintain and review these

iii. Encourages a two way dialogue and allows an atmosphere of discussion and problem solving to be encouraged.

i. People

ii. Processes

iii. Technology

iv. Information

i. Return of business

ii. Higher sales and profits

iii. Industry recognition

iv. Achieve world class company

v. Customer loyalty

vi. Happy employees

vii. Rewards and opportunities to employees

viii. Customer feedback

ix. Employees are proud and satisfied from helping their customers

**Question 3**

i. Responsiveness

ii. A caring attitude

iii. Skills

i. Business skills: banking skills/accounting

ii. Technical skills: computer literacy/software literacy

iii. Soft skills: Listening, verbal communication, team player, problem solving, customer service

iv. Self management skills: stress and time management, staying organized, quickly learn new skills

**Question 4 (a)**

1. Get to know your team mates
2. Warmly acknowledge your co-workers
3. Listen with interest to your team mates
4. Inquire about and acknowledge your team mates feelings
5. Share your feelings openly and honestly
6. Be willing to learn and teach
7. Recognize your team mates achievements
8. Ask for help when you really need it

**Question 4 (b)**

1. Gather all data needed to create info: - customer data

* problem data

1. Diagnose the problem: - asking questions

- stimulating the customers actions

- using diagnostic tools

1. Develop a course of action