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Self-Made Assignment- Employability Skills

Customer Service

Solve this MCQ Questions

- Who is a customer?
 - A worker in a company
 - A person or organization that buys goods or services
 - A manager
 - A supplier
- Why do businesses need customers?
 - To create logos
 - To make money through sales
 - To pay rent
 - To hire more staff
- What is customer service?
 - Making products
 - Advertising on TV
 - Helping customers before and after purchase
 - Cleaning the office
- Why is customer service important?
 - It helps a business grow plants
 - It supports customers and makes them happy
 - It increases rent
 - It changes the company name
- What does good customer service lead to?
 - More confusion
 - Customer loyalty and satisfaction
 - More job interviews
 - Less communication
- Why should businesses analyze customer types?
 - To guess randomly
 - To make smarter business decisions
 - To create new job titles
 - To design logos
- What can customer analysis improve?
 - Store lighting
 - Products and services
 - Traffic signals
 - Music selection

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8. How can marketing be more effective?
- A. By sending the same message to everyone
 - B. By ignoring customer feedback
 - C. By personalizing messages for different customer types
 - D. By using only billboards
9. What is cheaper than finding new customers?
- A. Building new stores
 - B. Customer retention
 - C. Printing new brochures
 - D. Hosting events
10. What does understanding customer needs help with?
- A. Printing receipts
 - B. Offering the right solutions
 - C. Creating passwords
 - D. Building websites
11. What builds trust and loyalty in customers?
- A. Giving discounts only
 - B. Ignoring complaints
 - C. Understanding and responding to needs politely
 - D. Asking random questions
12. What reduces miscommunication and conflict?
- A. Shouting louder
 - B. Using humor
 - C. A professional approach
 - D. Changing topics
13. Why is good hygiene and dressing important?
- A. It increases taxes
 - B. It helps you appear professional and confident
 - C. It makes products cheaper
 - D. It saves battery
14. What does appropriate dressing and hygiene promote?
- A. Confusion
 - B. Germ spreading
 - C. Health and safety
 - D. Silence

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15. What does good customer service give a business?

- A. Fewer reviews
- B. Competitive advantage
- C. More complaints
- D. Less work

