

Course  
&  
Test Series

Self-Made Assignment- Employability Skills

Customer Service

Solve this MCQ Questions

- Who is a customer?
  - A person who works at a business
  - A person who buys goods or services
  - A person who watches TV
  - A person who sells clothes
- Why do businesses need customers?
  - To clean the office
  - To have meetings
  - To make sales and earn money
  - To do marketing
- What is customer service?
  - Cleaning products
  - Talking to your boss
  - Helping and supporting customers
  - Sending emails to friends
- When does customer service happen?
  - Only before buying
  - Only after buying
  - Before and after buying
  - Never
- Why is customer service important?
  - It makes customers confused
  - It helps businesses grow
  - It is fun
  - It is expensive
- What does customer analysis help improve?
  - The office design
  - TV shows
  - Products and services
  - Street names
- What type of marketing do younger people prefer?
  - Newspaper ads
  - Phone calls
  - Social media ads

 CBSE

 ICSE

 NTSE

 Banking &  
Insurance

 Central Govt.  
Service

 State Govt.  
Services

 LAW  
Entrance

 MBA  
Entrance

 Railways & Metro  
Services

...many more

abhyasonline.in

Course  
&  
Test Series

Self-Made Assignment- Employability Skills

Customer Service

- D. Face-to-face talks
8. Why is customer retention important?
- A. It costs more
  - B. It saves money
  - C. It is boring
  - D. It stops sales
9. How do customers feel when their needs are understood?
- A. Angry
  - B. Confused
  - C. Valued
  - D. Scared
10. What helps offer the right product to a customer?
- A. Guessing
  - B. Understanding their needs
  - C. Ignoring them
  - D. Talking loudly
11. What can quick and respectful service lead to?
- A. Bad reviews
  - B. Less work
  - C. Happy customers
  - D. More confusion
12. What does professional behavior reduce?
- A. Sales
  - B. Friends
  - C. Miscommunication and conflict
  - D. Phone calls
13. What creates a good first impression?
- A. Wearing dirty clothes
  - B. Speaking quietly
  - C. Clean appearance and proper dressing
  - D. Being late
14. Why is good hygiene important?
- A. To look cool
  - B. To spread germs
  - C. To protect health and safety
  - D. To save time

 CBSE

 ICSE

 NTSE

 Banking &  
Insurance

 Central Govt.  
Service

 State Govt.  
Services

 LAW  
Entrance

 MBA  
Entrance

 Railways & Metro  
Services

...many more

abhyasonline.in

Course  
&  
Test Series

Self-Made Assignment- Employability Skills

Customer Service

15. What does proper dressing show?
- A. You love fashion
  - B. You are rich
  - C. You respect others
  - D. You are sleepy



 CBSE

 ICSE

 NTSE

 Banking &  
Insurance

 Central Govt.  
Service

 State Govt.  
Services

 LAW  
Entrance

 MBA  
Entrance

 Railways & Metro  
Services

...many more

abhyasonline.in