



# Test Question

**As a retail store worker, imagine you're carrying a big basket of fresh fruits. Suddenly, a customer comes up to you and asks where she can find coffee. Which response would be the best way to handle this situation?**

- A) Politely walk past the customer without saying anything because you need to replenish the fruits in the store shelves.
- B) Gently put down the basket of fruits and show the customer where the coffee is located.
- C) Explain to the customer verbally where she can find the coffee.
- D) Request the customer to wait and come back to her after you finish dealing with the fruits.

# Sample Assessment Test For Customer Service

**Scott C. Dulebohn**



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