



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 Customer Service Aptitude Test

Peipei Pang



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Research in Education ,1973 Resources in Education ,1987 The 51 Fatal Business Errors and How to Avoid Them
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High Points in the Work of the High Schools of New York City New York (N.Y.). Board of Education,1948 The Writer's Digest ,1926 Resources in Education ,1982

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