



opc assessment

PRACTICE TESTS

# Customer Service Situations Test (CSS)

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Free Sample v1.2

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## About the Customer Service Situations Test (CSS)

The Customer Service Situations Test (CSS) is designed to measure your ability to provide effective customer service.

## Improve your performance with this practice test

Research has shown that your test score is likely to improve if you practice. So if you spend some time practising with this practice test then you will help yourself to do your best.

## How to complete the practice test

This practice test consists of a series of fictitious customer situations from a variety of work settings. Below each scenario there will be four solutions for you to read through. You should then decide which solution would be your first choice, your second choice, then your third choice, and finally your fourth choice. Each solution is labelled with a letter from A to D. You should write your answers in the 'Answers' section by writing 1, 2, 3 or 4 next to the respective letters once you have decided on the correct order you think they should go in (see example below).

e.g.

- |   |                     |
|---|---------------------|
| 3 | a) Example solution |
| 1 | b) Example solution |
| 4 | c) Example solution |
| 2 | d) Example solution |

Correct answers will not be provided for this practice test as the test is about your

judgement of what makes good customer service. When ordering the solutions for each scenario, you therefore need to use your own judgement when deciding upon the order of effectiveness.

## Final Instructions

There are 3 questions in total. You can either:

- print this document out and write your answers with a pen/pencil in the boxes like the above example; or
- work through the questions inside this PDF and type your answers in the boxes like the above example.

### Remember:

- Work through the questions as quickly and accurately as you can.
- If you are not sure of an answer then select your best answer.
- You can use rough paper to make any notes.

Now turn over to complete the practice questions.

## Situation 1

You supervise a group of customer service agents in a shop selling insurance policies. A potential customer enters the shop asking about a particular type of house insurance that is unique to your company. The customer is served by one of your long standing agents who can be very temperamental. You hear the employee give the customer wrong information about the home insurance. What do you do?

- a) Explain to the agent once the customer has left the shop and get him to explain the misinformation in writing to the customer.
- b) Interrupt the conversation and call the agent over to your desk, explain the misquote and ask him to go back and apologise to the customer.
- c) Explain to the agent once the customer has left the shop and get him to contact the customer by phone.
- d) Go over and interrupt the conversation. Correct the agent at the risk of embarrassing him in front of the customer and apologise to the customer yourself for the misquote.

## Situation 2

You work for Simply Dessert, a manufacturer of top of the range desserts for functions including weddings, bar mitzvahs, baptisms, anniversaries and birthday parties. You aim to deliver the very best desserts to your customers. A new customer is arranging a surprise golden wedding anniversary for her parents and she has ordered in advance 12 large raspberry trifles. The trifles are to be delivered at 16:00. At 14:30 you check the trifles and you realise that two of the trifles are strawberry and not raspberry, though they look the same. There is too little time to make another two trifles. What do you do?

- a) Contact the customer immediately and explain the problem, apologise and say you will supply all 12 but only charge for 10 trifles.
- b) Do nothing, believing the customer is unlikely to notice the difference between them, given that neither you nor your colleagues could and you don't want to add to the customer's anxiety.
- c) Contact the customer immediately, apologise and say you will supply 10 raspberry trifles and give 10% off her next order.
- d) Contact the customer immediately, apologise explaining the problem and provide all 12 trifles free of charge.

## Situation 3

You are a holiday representative working in Greece. A young couple are on their honeymoon. They arrive at their chosen hotel on Saturday only to find that the honeymoon suite that had been booked overlooking the sea is no longer available and they will have to settle for a small room overlooking the gardens. They were looking forward to the rest and use of the spa. Your discussions with the hotel have indicated all rooms are booked until Thursday when the couple could move into the honeymoon suite. You meet with the distraught couple later that day and apologise profusely. What do you do?

- a) Explain to the couple that they can have the honeymoon suite from Thursday and you will provide it free of charge.
- b) Give the couple a complimentary dinner for two plus a bottle of champagne and reimburse the cost of the honeymoon suite.
- c) Arrange for the couple to have a complimentary treatment each day at the hotel's exclusive spa, and reimburse the cost of the honeymoon suite.
- d) Arrange for the hotel to decorate the room with fresh flowers, fruit and a complimentary bottle of wine each day, as well as reimburse the cost of the honeymoon suite.

**STOP. This is the end of the test.**

## How did you get on?

No answers or explanations are provided for the CSS practice test. This is because it's for you to decide the order in which the responses should be placed, based on what you think is best.

## Completing other practice tests

Research has shown that practice can help you to improve your chances of performing well on a test. OPC Assessment have other practice tests available that you might be interested in completing. Please visit our website [www.theopc.co.uk](http://www.theopc.co.uk) for further information.

**And finally, good luck!**