



eSkill

SPS Customer Service Skill Test

Id

Name **SPS Customer Service Skill Test**

Question 1 (ID #141099)

Subject **Customer Service**
Subtopic **Listening Skills**
Description **Defining Active Listening**

Active listening is _____.

- A. listening while staying active by running, jogging, etc.
- B. listening while maintaining eye contact with the speaker
- C. listening while the speaker is talking, but interrupting as soon as possible, so that you are participating in the conversation
- D. listening and responding to the other person in a way that improves mutual understanding
- E. listening and using positive body language

A B C D E

Question 2 (ID #141108)

Subject **Customer Service**
Subtopic **Etiquette and Body Language**
Description **Putting the Customer on Hold**

You place a customer on hold, after telling her that it will take two minutes for you to look for the information she requires. You realize after two minutes that it will take a bit longer than you thought to find the information. What should you do?

- A. Go back to the caller to tell her that it will take a bit longer, and ask if she minds holding for a few more minutes.
- B. Continue to look for the information.
- C. Go back to the caller and advise her to hang up. Let her know that you will call her back after you have found the information.
- D. Go back to the caller and advise her to call you back later, because you couldn't find the information she was looking for.
- E. Go back to the caller and say, "Please hold for a few more minutes." Then, press the hold button again.

A B C D E

Question 3 (ID #141109)

Subject **Customer Service**
Subtopic **Etiquette and Body Language**
Description **Replacing Negative Words**

When you are talking to a customer, which of the following would be the least appropriate?

- A. replacing "stupid" with "confused"
- B. replacing "enraged" with "upset"
- C. replacing "lazy" with "preoccupied"
- D. replacing "hysterical" with "emotional"
- E. replacing "discuss" with "fight"

A B C D E

Question 4 (ID #141114)

Subject **Customer Service**
Subtopic **Etiquette and Body Language**
Description **LOL**

What is the most popular meaning of the acronym "LOL"?

- A. Lots of Love
- B. Learning Online
- C. Laughing Online
- D. Lewd Obscene Language
- E. Laughing Out Loud

A B C D E

Question 5 (ID #141122)

Subject **Customer Service**
Subtopic **Etiquette and Body Language**
Description **Cold-Transferring a Call**

"Cold-transferring a call" is _____.

- A. transferring a call when the equipment is cold
- B. transferring a customer with a cold attitude
- C. transferring a call to another phone number, when the call is not expected
- D. transferring a rude caller to the manager's phone
- E. transferring the call to another phone number, without waiting for the call to be answered