

Name:

Class:

Unit 3: Customer care and working procedures

- 1) Which of the following is **NOT** the basic customer service concept?
 - a) Reliability
 - b) Responsiveness
 - c) Empathy
 - d) Influence
 - 2) Which of the following does **NOT** provided in the customer service situations?
 - a) Keeping records
 - b) Providing Assistance
 - c) Giving advice
 - d) Accompany customer
 - 3) Every time a customer interacts with travel and tourism organisation and experiences any of its operational procedures, it can be thought of as a

- a) Feedback
 - b) Moment of truth
 - c) Customer service
 - d) Service standard

