

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

