

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

