

HOW TO GIVE GREAT CUSTOMER SERVICE:



WATCH THE FILM AND CHOOSE THE CORRECT ANSWER.

How to give great customer service: the L.A.S.T. method

1. In customer service what does L.A.S.T. stand for?

- A) listen, argue, swear and thank
- B) listen, apologize, solve and thank
- C) listen, approach, study and thank
- D) lambast, assault, slap and torture

2. Choose the correct sentence.

- A) How I can help you?
- B) How I can help?
- C) What can I help you?
- D) How can I help you?

3. To apologize to a customer you should say:

- A) I'm sorry you had a bad experience.
- B) I'm sorry you are a bad experience.
- C) I'm sorry you bad experience.
- D) I'm sorry I made a mistake.

4. To solve a problem for a customer you should say:

- A) Here's what we are going to hurt this situation...
- B) Here's what we are going to do to fix you...
- C) Here's what we are going to do to fix the situation...
- D) Go and don't come back...

5. If you don't know how to help a customer, you should:

- A) lie to the customer.
- B) tell the customer you don't know what to do.
- C) tell the customer to wait while you speak with a manager.
- D) go on your lunch and call your mum.

6. To thank the customer, you should say:

- A) Thank you for complaining, it makes my day go faster.
- B) Thank you for bringing this to our attention.
- C) Thank you for making problems for us.
- D) Thank you for bothering me, it's been an inconvenience speaking with you.

7. What can you say if a customer is angry with you?

- A) I don't want to help you. You're being rude.
- B) So what you're saying is that...
- C) I really want to help you but your language is getting in the way. Please calm down so I can help you.
- D) It seems like something is wrong with you. Please get some help and come back when you aren't being so angry.

8) Customer service is important:

- A) if you work in a hotel or restaurant.
- B) if you work in a hotel.
- C) if you work in a restaurant.
- D) in any job where you have to communicate with customers.

9) Which sentence shows you are listening?

- A) Thank you for bringing this to our attention.
- B) I'm sorry you had a bad experience.
- C) Here's what we're going to do to fix this situation.
- D) Let me get this right. What you're saying is that...

10) Which sentence shows you're solving a problem?

- A) You're a miserable human being.
- B) I hate you.
- C) Here's what we're going to do to fix this situation.
- D) Thank you for bringing this to our attention.