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.

LIVEWORKSHEETS