

Name: _____

Hour: _____

VIDEO WORKSHEET

Review:

After watching "Customer Service Basics", answer the following questions.

1. What is customer service? _____
2. What are the three main categories to providing excellent customer service?

3. How can you show customers that you are listening?

4. What are discovery questions?

5. Why is noticing a customer's nonverbal cues important in your providing good customer service?

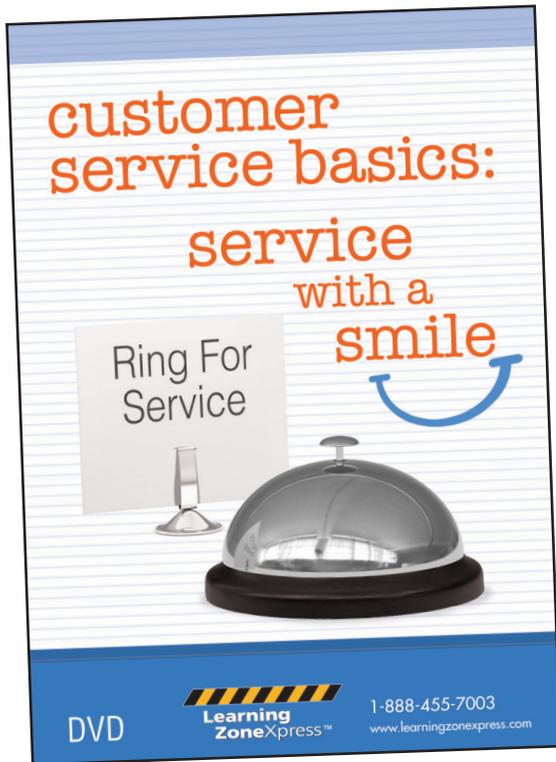
6. How can you show customers your appreciation through nonverbal communication?

7. What does “anticipating needs” mean in relation to customer service?

8. How can you “give more than expected” to customers?

9. What should you do if you don’t know the answer to a customer’s question or you don’t know what to do?

10. What are the eight steps to handling a customer complaint?



ANSWER KEY

Review:

After watching "Customer Service Basics", answer the following questions.

1. What is customer service? ***Customer service is taking care of customers.***
2. What are the three main categories to providing excellent customer service?
Listening to the customer
Anticipating the customer's needs
Admitting your mistakes or if you don't know
3. How can you show customers that you are listening?
Don't make assumptions.
Let the customer finish speaking.
If you cut a customer off, it's because you're assuming you know what they're going to say.
4. What are discovery questions?
Discovery questions are specific questions that help figure out what the customer needs.
5. Why is noticing a customer's nonverbal cues important in your providing good customer service?
Nonverbal cues (body language) can tell you how the customer is feeling, if they want to chat, or if they're in a hurry.

6. How can you show customers your appreciation through nonverbal communication?

Give eye contact

Lean into the conversation

Smile

Nod your head

7. What does “anticipating needs” mean in relation to customer service?

Anticipating needs means thinking ahead about services a customer may need and being prepared to offer them, such as asking a customer if they'd like room for cream when they've ordered a cup of coffee.

8. How can you “give more than expected” to customers?

Positive attitude, personalized care, genuine smile, timely service

9. What should you do if you don't know the answer to a customer's question or you don't know what to do?

If you don't know the answer to a customer's question, don't guess. You run the risk of angering or harming the customer. Tell the customer that you will find the answer for them by asking someone who knows.

10. What are the eight steps to handling a customer complaint?

Listen to the guest

Ask questions to clarify

Take notes

Address the guest's feelings

Suggest alternatives

Thank the guest for bringing the problem to your attention

Begin working on a solution immediately

Follow up
