KNOWLEDGE TEST

Providing Customer Service NQF 4

RW/C/SERVE/4 (16 Credits)

Date of Test:_____ **Venue:**_____

Name of Candidate: _____

Employer:_____

INSTRUCTIONS

- *Complete all questions using black ink.*
- *Write legibly in the language agreed, namely English*
- *Label drawings clearly (if applicable).*
- *You may ask the Assessor for clarity, should you not understand the questions asked.*
- *The required mark to be declared competent is 75%.*
- *You have 60 minutes to complete the test.*

Question 1 (10)

What is your store's policy on replacement/repairs/exchange of goods and explain:

- How you will handle the Customer, and
- How it can lead to Customer satisfaction

Apply it to at least four types of merchandise, eg perishables/expired stock; appliances; damaged/soiled goods (tins); batteries, etc.

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Question 2 (10)

Sketch the structure of your organisation with specific reference to both the internal and external channels that are used for resolving customer queries/complaints.

Question 3 (10)

List at least five different solutions used in your store/organisation for resolving customer dissatisfaction.

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Marks: **/30**

Assessed by: ……... **Date:** ……..

Competent: ☐ **/** **Not yet competent:** ☐

……..…… ……..……

Assessor **Candidate**