

Customer Service Assessment

Candidate Name: _____

Date: _____

Instructions: Answer the following questions to the best of your ability. This assessment is designed to evaluate your understanding of customer service principles.

1. Describe a time when you had to deal with a difficult customer. What did you do and what was the result?
2. How do you prioritize tasks when you have multiple customers needing assistance at the same time?
3. What are the most important qualities of a good customer service representative?
4. How would you handle a situation where you do not know the answer to a customer's question?
5. Why do you think customer service is important for our company?

Please return this assessment to your recruiter upon completion.