



Created by Peter Mayes 01793 882058 www.petermayes.co.uk

Customer Service Quiz: How customer friendly are you?

1. If customers do not complain, does that mean everyone is doing a great job?

2. A large organisation will have thousands of customers does it matter if it loses one dissatisfied customer?

3. How do you think customers feel about organisations that deal constructively with their complaints?

4. "If we make it difficult for complaints to get through, they'll give up". What do you think?

5. Who are my customers?

6. Does this organisation that I work for have any laid down standards or guidance on how to provide good customer service? List any that you know