

## **SALES EXECUTIVE BROADBAND**

*Difficulty Level/Marks- Easy/Marks(E/M), Medium/Marks(M/M), Difficult/Marks(D/M)*

Q.1 It is your responsibility to contact the customer who has left a mandatory field unfilled in the customer enrolment form. [E/6]

- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.2 Which of the following is/are reason(s) for rejection of a Customer Enrolment Form?[M/9]

- A. The customer is already enrolled with the service
- B. The payment details entered are wrong
- C. Use of whitener/correction pen
- D. All of the given options

**Correct Answer: D**

Q.3 A customer's fixed landline service was not activated after installation. Such issues can be resolved by \_\_\_\_\_. [E/5]

- A. Communicating with your friends
- B. Overthinking about the issue
- C. Understanding the nature of problem and escalate to the appropriate department
- D. Not thinking about the issue at all

**Correct Answer: C**

Q.4 Churned customers can be identified from \_\_\_\_\_. [D/10]

- A. Their behavior
- B. The daily Call Report
- C. The route Plan
- D. The month till date sales records

**Correct Answer: D**

Q.5 Appointment with the potential buyer for sales is only possible due to mutual agreement. [E/4]

- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.6 The buyer, due to personal reasons, postponed the appointment. What will you do in such a situation? [E/6]

- A. Get angry on the buyer
- B. Accept the postponement
- C. Force him to meet according to the prior schedule
- D. Do not visit him in future

**Correct Answer: B**

Q.7 To whom will you give the daily sales updates? [D/10]

- A. Your colleagues
- B. Your friends
- C. Your territory sales manager
- D. Nobody

**Correct Answer: C**

Q.8 A sales executive is expected to follow the Route Plan provided by the territory sales manager.[E/6]

- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.9 While designing the route plan you should consider the location of \_\_\_\_\_ from the office. [M/9]

- A. Your friends
- B. The interested buyers
- C. The fellow colleagues
- D. Your home

**Correct Answer: B**

Q.10 Which of the following is used to give introduction to the potential buyer during first meeting? [E/3]

- A. Your Aadhar Card
- B. Your Election card
- C. Your Visiting card
- D. Your PAN card

**Correct Answer: C**

Q.11 How can you draw the attention of a potential buyer towards your services and products? [E/4]

- A. By offering excellent customer service
- B. By a simpler purchase process
- C. By giving offers to the customers
- D. All of the given options

**Correct Answer: D**

Q.12 Which of the following question(s), can be asked from the customer to profile him? [E/3]

- A. "Do you have four wheeler?"
- B. "Do you have an existing landline connection?"
- C. "Do you have an electricity supply?"
- D. "Do you have water supply?"

**Correct Answer: B**

Q.13 Which of the following plan would you recommend a buyer, who wants connection for 15 days and uses 1 GB data? [D/10]

S. No.	Voucher Type	MRP of the Voucher in RS. (inclusive of Service Tax)	Speed	Data Usage in GB	Validity in days
1	BBV RL 200	200	Upto 2 Mbps	700 MB	30
2	BBV RL 250	250	Upto 2 Mbps	1.5	15
3	BBV RL 350	350	Upto 2 Mbps	2.5	15
4	BBV RL 450	450	Upto 2 Mbps	3	30
5	BBV RL 600	600	Upto 2 Mbps	5	30

- A. BBV RL200
- B. BBV RL 250
- C. BBV RL350
- D. BBV RL450

**Correct Answer: B**

Q.14 Customer's objections should be acknowledged and clarified on time. [E/5]

- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.15 There should be a timely collection of payment from the customer. [E/6]

- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.16 Which of the following, should be provided to the customer for future reference? [M/9]

- A) Customer enrolment form counterfoil
- B) Payment receipt
- C) Your visiting card

- A. A only
- B. B only
- C. A and B only
- D. A,B and C

**Correct Answer: C**

Q.17 Upselling and cross-selling techniques can lead to a boost in revenue, by selling more services/products to the same customer. [E/6]

- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.18 When you are closing sales with a customer, you can ask him for \_\_\_\_\_. [M/9]

- A. His bank account number
- A. Any sales referrals
- B. His salary amount
- C. All of the given options

**Correct Answer: B**

Q.19 Where would you prefer to display your merchandise? [E/5]



**Correct Answer: B**

Q.20 You should know your assigned territory to identify prime locations for displaying merchandise. [E/5]

- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.21 Why should a prominent place be selected for displaying merchandise? [E/5]

- A. To decrease sales revenue
- B. To maintain the company's rapport
- C. For better production of merchandise
- D. For better brand visibility

**Correct Answer: D**

Q.22 A brochure contains information and pictures of a particular product or service that helps in educating the customers. [M/7]



- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.23 A brochure should not be \_\_\_\_\_. [M/7]

- A. Eye-capturing
- B. Informative
- C. Confusing
- D. Professional

**Correct Answer: C**

Q.24 Which of the following information, should a brochure mention? [M/8]

- A. Company's name
- B. Company's various products
- C. Price range of services offered by the company
- D. All of the given options

**Correct Answer: D**

Q.25 How can you educate people on broadband plans and services? [M/8]

- A. Through TV Advertisements
- B. Distributing brochures
- C. Through newspaper
- D. All of the given options

**Correct Answer: 4**

Q.26 You can increase your sales by displaying and advertising your products using a canopy tent, outside an office. [E/6]



- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.27 The size of the canopy tent should be appropriate to the location. [E/6]

- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.28 Identify the tent which cannot be used to increase awareness about your company services. [M/8]



A.



B.



C.



D.

**Correct Answer: C**

Q.29 Which of the following document(s) need proper validation? **[D/10]**

- A. Customer feedback form
- B. Customer enrolment form
- C. Customer enquiry form
- D. Customer income certificate

**Correct Answer: B**

Q.30 Why should customer enrolment forms be checked? **[D/10]**

- A. To make sure that there are no discrepancies
- B. To avoid rejections
- C. To know your customers
- D. All of the given options

**Correct Answer: D**

Q.31 Which of the following can be collected to process customer's request for new landline connection? **[E/5]**

- A. Customer's Id proof
- B. Customer's address proof
- C. Customer's passport size photograph
- D. All of the given options

**Correct Answer: D**

Q.32 All the documents regarding KYC (Know Your Customer) should be verified before processing the enrolment form for installation. **[E/5]**

- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.33 Out of many applications, there is one form which has an unfilled mandatory field. What will you do in such a situation? **[D/10]**

- A. Activate the number
- B. Reject the form due to incompleteness
- C. Put the process on hold till you get the information



D. Blacklist the customer

**Correct Answer: C**

Q.34 You are required to fill up daily sales report. **[D/10]**

- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.35 To whom will you submit the daily sales report for validation? **[D/10]**

- A. Your customers
- B. Your colleagues
- C. Nobody
- D. Your territory sales manager

**Correct Answer: D**

Q.36 A negative feedback is a sign of customer's \_\_\_\_\_. **[E/6]**

- A. Satisfaction
- B. Contentment
- C. Happiness
- D. Dissatisfaction

**Correct Answer: D**

Q.37 How often will you contact the customer to get the feedback of your service? **[E/6]**

- A. Never
- B. When you get free time
- C. When the customer is free
- D. As per company's rules

**Correct Answer: D**

Q.38 You are not able to solve the customer's issue. What will you do in such a situation? **[M/8]**

- A. Ask your family for help
- B. Call your friends for help
- C. Refer problem to territory sales manager(TSM)
- D. Ignore the issue

**Correct Answer: C**

Q.39 Daily reports can be used to identify interested buyers. **[E/5]**

- A. TRUE
- B. FALSE

**Correct Answer: A**

Q.40 How can you approach the interested buyers? [E/5]

- A. Cold calls
- B. Cold visits
- C. Through advertisements
- D. All of the given options

**Correct Answer: D**