

Theory Questions for Customer Care Executive – Repair Center

Difficulty Level/Marks- Easy/Marks, Medium/Marks, Difficult/Marks

Q.1 You know that managing long queues during peak business hours has always been a huge problem, How will you be able to tackle this situation?

I. Token Management System

II. Gender System

III. Reservation System **[E/2]**

- A. Only I
- B. Only II
- C. Both II & III
- D. All the options are incorrect

Correct Answer: A

Q.2 If a customer served at one counter, he will automatically be queued up at the next counter listed for that service. Which of the given services indicates such feature? **[M/6]**

- A. Group Calling Services
- B. Multi-counter Services
- C. Priority Customer Services
- D. All the options are incorrect

Correct Answer: B

Q.3 When supervisors or manager gets a pop up with a beeper showing details of a token where the wait time or transaction time has exceeded way past the configured benchmark. What does it indicate? **[E/1]**

- A. Delay alerts
- B. Break time
- C. Emergency alerts
- D. Damage alerts

Correct Answer: A

Q.4 As a manager if you have to manage the customers under token system. What are the essential requirements of a token management system? **[M/5]**

- A. Allow the service providers to view all the tokens issued for him at his table only

- B. Communicate to the waiting people, the token no. being called both visually and verbally
- C. Have provision for various Queue Concepts
- D. All the options are correct.

Correct Answer: D

Q.5 Suppose at your center there are customers visiting aren't comfortable with English,What would be the option for such customers? **[D/8]**

- A. Department-wise display
- B. Multilingual Support
- C. Digital Display
- D. All the options are incorrect

Correct Answer: B

Q.6 If you are planning to create a customer feedback form. Which of the following options will you consider first? **[M/4]**

- A. Query
- B. Complaint
- C. Suggestion for Improvement
- D. All of Above

Correct Answer: D

Q.7 Suppose you are working as a supervisor of center and responsible to handle customer complaints on daily basis including new and those come for repair or replacement. What are the steps will you follow to tackle daily number and complaints? **[D/8]**

- A. Listen to your customer's complaint , Empathize and apologize for the situation
- B. Track daily data of repair/replaced from the system for the situation
- C. Offer and execute a solution
- D. All the options are correct.

Correct Answer: D

Q.8 If you are handling a customer complaint in a smooth and professional manner,What would be your strategies that will help you handle it?

I. Stay calm and Listen well

II. Get the facts and offer a solution

III. Debate with customer **[M/6]**

- A. Only I
- B. Only II
- C. Both I & II
- D. All the options are incorrect

Correct Answer: C

Q.9 If it's often hot to touch a mobile, the issue might lie with a faulty charger or a battery that's on its last legs. What would be the further consequence?

I. Battery life finished

II. Unexplained crashes **[M/7]**

- A. Only I
- B. Only II
- C. Both I & II
- D. All the options are incorrect

Correct Answer: C

Q.10 Suppose mobile is not working and after analyze you begin to check voltage of damaged part, components or section of a mobile phone. Which method of repairing is this? **[D/8]**

- A. Cold Testing
- B. Hot Testing
- C. Diode Testing
- D. All the options are incorrect

Correct Answer: B

Q.11 If technician said your mobile required some software upgrading, Parts cleaning etc. What level of repairing is this? **[D/8]**

- A. Low Level
- B. High Level
- C. Mid Level
- D. No Level

Correct Answer: A

Q.12 When a technician check the value of resistance using a multimeter at the time of repairing a fault in any mobile phone. What type of method he wants to deployed?

I. Chip Testing Method

II. Hot Testing Method

III. Cold Testing Method **[D/8]**

- A. Only I
- B. Only II
- C. Both I & II
- D. All the options are incorrect

Correct Answer: C

Q.13 If during the process even after adopting ticket management system, some escalations or objections arise. How will you manage their objections in a positive way? **[D/8]**

- A. Your first reaction when you hear an objection may be to jump right in and respond immediately.
- B. Understand the objection completely
- C. Respond properly and confirm you've satisfied the objection
- D. All the options are correct

Correct Answer: D

Q.14 This image indicates the concept of: **[E/5]**



- A. Cross Sell/Up Sell
- B. Sale
- C. Package items
- D. Replacement

Correct Answer: A

Q.15 As a technician you know that the the repair process may take up to 30-90 minutes.What are the major precautions recommended by you during it?

- I. Do not launch automatic software repair assistant
- II. To back up device data prior to repair as a precaution
- III. Do not disconnect the device from the computer during the repair process.

[M/5]

- A. Only I
- B. Only II
- C. Both I & II
- D. Both II & III

Correct Answer: D

Q.16 If there is need to repair some items used in conjunction with phones to find out the fault,which of the following are major accessories? **[D/8]**

- A. USB Port
- B. Headset
- C. Speaker
- D. All the options are correct

Correct Answer: D

Q.17 What kind of objections can be generally raised during repairing process? **[E/3]**

- A. Price/Risk
- B. Quality of Service
- C. Trust/Relationship
- D. All the options are correct

Correct Answer: D

Q.18 If someone ask you regarding warranty of phone repair,What would be your answer?

I. Includes coverage for "damage resulting from accident

II. Includes unauthorized service and unauthorized modifications

III. Excludes coverage for damage resulting from accident, disassembly, unauthorized service and unauthorized modifications **[M/6]**

- A. Only I
- B. Only II
- C. Both I & II
- D. Both II & III

Correct Answer: C

Q.19 If we talk about legal mobile charges at repair center,What are included in the total charges? **[E/4]**

- A. Inspection fee
- B. Service Charges
- C. Tax
- D. All the options are correct.

Correct Answer: D

Q.20 After repairing a handset it started sending wrong and irrelevant information to others, how will you handle such escalations?

I. Needs to empower the customer service representative as much as possible

II. I'm sorry you are upset; is it something about our products or service you are unhappy about?" can be all it takes to prevent an immediate escalation

III. It is now not important for us to find out exactly what the problem is ? **[E/5]**

- A. Only I
- B. Only II
- C. Both I & II
- D. Both II & III

Correct Answer: C