

Theory Questions for Customer Care Executive- Relationship Center

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

Q. No. 1 How will you maintain the outlet as a CCE-relationship executive? [E /4]

- A. Display Area should be filled with all the products.
- B. A record checklist should be maintained to ensure any shortage at the outlet.
- C. Ensure that inventory is full with all the instrument in stock.
- D. All of these.

Correct Answer: D

Q. No. 2 In morning meetings why this is necessary to review every team member's previous day performance? [E/6]

- A. To review the previous day's performance and extract out the pending and urgent task.
- B. To analyse an individuals strength and areas of improvement he can work on.
- C. It can be analysed how an individual is actually presenting the services and goods to customer's need
- D. All of these.

Correct Answer: D

Q. No. 3 How you can analyze that effectively are you matching your goods and services to your customers' needs? [H/11]

- A. Ask from supervisor about the new product at the end of the month.
- B. Take knowledge of product from the colleagues after some days.
- C. Ask store manager to give details of new product launched and all the relevant documents with it for gaining the knowlegde of product.
- D. Leave it on the supervisor, as it is not your responsibility to gain knowledge about the product.

Correct Answer: C

Q. No. 3 As a CCE-relationship executive what additional information will you provide to the customer if he/she asks for a new sim? [E/4]

- A. Sim price
- B. current offers associated with sim.
- C. Sim details
- D. None of these.

Correct Answer: B

Q. No. 4 As a CCE-relationship executive if you are unable to handle any customer complain by which system /process you will transfer that particular issue to your senior? **[M/9]**

- A. Wrap up process
- B. First time resolution process.
- C. Resolution time increment process
- D. Escalation process.

Correct Answer: D

Q. No. 5 If a customer is asking you to lower his call rates under any existing scheme,define the category? **[E/5]**

- A. Complaint
- B. Query
- C. Request
- D. None of these.

Correct Answer: C

Q. No. 6 Mark the correct statements.

What is the difference between Cross selling and Upselling?

(1)In Cross selling, the sales representative sells products to an average income customer whereas in upselling, the salesperson sells products to HNI customers.

(2) In Cross selling, the sales representative has more than one type of product to offer consumers whereas in upselling, the salesperson sells a higher-end version of the product.

(3) They are used as a supplement for one another

(4) In Cross selling, the sales representative offers products to existing customers whereas in upselling, the salesperson sells products to a new customer. **[E/5]**

- A. 1 and 2
- B. 1 and 3
- C. 2 and 4
- D. 1 and 4

Correct Answer: C

Q. No. 7 Informing customer about new product/offers/services should be done as per which factor? **[E/4]**

- A. Organisation's current plans and products.
- B. Solution to the complaint of the customer.
- C. Customer's usage pattern and specific needs.
- D. None of these.

Correct Answer: C

Q. No. 8 A customer comes to your store and ask for a new internet plan.How will you understand customer requirement and what will you suggest him? **[E/4]**

- A. Ask the customer about his daily usage pattern of internet.
- B. Ask the customer for how much time he wants the plan
- C. Suggest best plan available according to customer need and usage pattern.
- D. All of these.

Correct Answer: D

Q. No. 9 What will be your strategy to attract more customers for your organisation? **[H/11]**

- A. Social media is effective way to grab attention and engagement with customers.
- B. Attactive peripheral offers like gift vouchers along with actual company offers will attact more customers.
- C. Searches for the ideal target customer and work on that.
- D. All of these.

Correct Answer: D

Q. No. 10 As a CCE-Relationship executive what will be the criteria of attending a customer according to the token no serial or level of problem for eg major/minor problem? **[E/6]**

- A. Attend the major problem first, irrespective of the token numbers of the customers
- B. Attend the major problem, and send the customer with a minor problem to the other Team mate.
- C. Attend the customer who comes to your workstation first, irrespective of the token numbers or the severity of complaints
- D. Attend the problems according to the token numbers of the customers, irrespective of the level of their complaints

Correct Answer: D

Q. No. 11 List the mandatory fields to be filled by the customer in the complaint resisteration form?

A.The medium through which the complaint has been made

B. Details of the complaint

C. Handset Model number

D. Spare handset details **[E/5]**

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

Correct Answer: D

Q. No. 12 What document does a company provide at the time of selling to the customer to ensure any damage repairing with no charge or minimum charges for a fixed period of time? **[E/5]**

- A. Product bill
- B. Document related to claim
- C. Warranty cards and Instruction Manuals
- D. Gift voucher provided by the manufacturer

Correct Answer: C

Q. No. 13 Prateek has joined an organisation as a relationship executive at a store. A customer, who is asking about new internet plan in the same or less pack he is already paying. In which category does he record the case in company data? **[E/4]**

- A. Complaint
- B. Query
- C. Request
- D. None of these.

Correct Answer: B

Q. No. 14 As an CCE-Relationship executive if you are unable to solve any issue you should escalate it to your seniors. **[E/4]**

- A. TRUE
- B. FALSE

Correct Answer: A

Q. No. 15 What is collection aging tracking? **[E/4]**

- A. This is the process of tracking the customer invoices that have not been paid within the specified payment period due date. It deals with the "age of account receivables"; for example, invoices that are 0-30 days overdue, 30-60 days overdue, etc.
- B. The action that is performed when the account receivable reaches a particular age. For example, reminder messages to the customer to be mailed or recorded audio message should be played.
- C. Both of these.
- D. None of these.

Correct Answer: A

Q. No. 16 As an CCE-Relationship executive if a repair activity is going to take long time how will you handle the customer? **[E/4]**

- A. Deny the repair of such product
- B. till the phone get repaired give a spare phone to customer
- C. Request the customer to wait
- D. Send the handset to the manufacturer for replacement

Correct Answer: D

Q. No. 17 If a customer wants to delete unwanted applications from his handset.What will be the right sequence ?

- 1)Settings
- 2) Application Manager
- 3) Select the application's name
- 4) Click on Uninstall. **[E/4]**

- A. 3->2->1->4
- B. 1->2->3->4
- C. 2->3->1->4
- D. 1->3->2->4

Correct Answer: B

Q. No. 18 Sometimes financial pressures on a few customers due to any economic crises ,leading them to a situation of increasing debt. As a result, they delay their payments and clock up outstanding bills. **[E/5]**

- A. TRUE
- B. FALSE

Correct Answer: A

Q. No. 19 What will be your strategy to repair a handset(1,2 years old) having an issue in internet connectivity ? **[E/4]**

- A. Do not entertain such complains.
- B. Offer new handset to the customer to change the old handset .
- C. Check the compatibility of the device for internet connectivity and suggest the internet plan accordingly.
- D. None of these.

Correct Answer: C