Customer Service Training Quiz

Choose one answer per question. Circle A, B, C, or D.

1. A guest says, 'I need a different projector.' North Desk verifies what the guest needs and when they need it before checking stock. What should you confirm first?
   A. The guest's favorite brand
   B. The requested item and event date
   C. Whether a refund is approved
   D. Which teammate is fastest

2. A guest wants a replacement tomorrow. Stock has not been checked. Which reply follows the policy?
   A. A replacement is guaranteed
   B. There will probably be one
   C. Check again next month
   D. I will check availability before confirming a replacement

3. You need to check an equipment record during a call. Which next sentence fits the policy?
   A. May I place you on hold while I check the record?
   B. I am putting you on hold now
   C. Call another number without explaining the issue
   D. Please send your account password

4. A guest requests a refund. North Desk gives refund approval to the shift lead. You are covering the desk. What can you do now?
   A. Approve it to end the conversation
   B. Promise it and ask the lead later
   C. Send the request to the shift lead without promising approval
   D. Choose any amount yourself

5. North Desk requires the item, event date, issue, action taken, and next owner in a handoff. A note says, 'Projector for Friday; cable missing; spare cable checked; awaiting stock confirmation.' Which field is missing?
   A. The issue
   B. The next owner
   C. The event date
   D. The action already taken

6. You promised an update at 15:00. At 14:55, stock confirmation is still pending. What should happen at 15:00?

A. Cancel the request without explanation
B. Say nothing until the issue is solved
C. Tell the guest stock is confirmed
D. Send the promised update and explain what is still pending

7. The original request was for Friday. The guest now says the event is on Saturday. What must be rechecked before promising a replacement?

A. Availability for the Saturday request
B. The spelling of an unrelated event
C. Only the original Friday check
D. Nothing, because one day cannot matter

8. Only the North Desk shift lead can approve exceptions. A guest asks you to waive a standard requirement while you are covering the desk. Which response fits?

A. Ignore the requirement this once
B. Say the lead already approved
C. Explain that the shift lead must consider the exception
D. Promise approval if the guest waits

9. North Desk handoffs must name the item, date, issue, action taken, and next owner. A speaker for Monday has a missing cable. You checked the spare shelf and found none. Alex will call stock control. Which note is complete?

A. Guest called; please help
B. Speaker, Monday, missing cable; no spare on shelf; Alex contacts stock control
C. Alex will do something later
D. Speaker confirmed ready for Monday

10. A Saturday replacement is unconfirmed. The guest requests a refund that only the shift lead can approve. You promised an update by 16:00. Which plan respects approval, stock, and the update deadline?

A. Guarantee the replacement and cancel the update
B. Approve the refund and skip the stock check
C. Wait indefinitely for stock confirmation
D. Refer the refund to the lead, keep the replacement unconfirmed and update by 16:00