

The Telephone Doctor I.Q. Quiz

By Nancy Friedman

You may not have a lifeline...or phone a friend...or even take two wrong answers away. But you will enjoy taking this fun, simple quiz on customer service. It's not rocket science and, of course, most of it is all common sense. However, common sense is not always common. So have fun, enjoy the quiz...and good luck!

1. "How can I help you?" belongs:

- A. In the initial greeting.
- B. In the message-taking scenario.
- C. Nowhere. I'm not able to help anyone.

2. When I'm not able to help customers, I should:

- A. Tell them honestly and thank them for their business and hang up.
- B. Give whatever information I can, right or wrong. Wrong information is better than no information.
- C. Get help immediately and advise the person that help is on the way.

3. When I'm having a bad day, I should:

- A. Not bother coming into work.
- B. Leave my troubles at the doorstep like the song says.
- C. Tell all my co-workers my troubles to get it off my back.

4. Chewing gum at work is:

- A. Okay.
- B. A bad-breath refresher.
- C. Downright rude and obnoxious.

5. A mirror at my desk will:

- A. Keep my ego in check.
- B. Remind me to smile before I pick up the phone.
- C. Give me bad luck if it breaks.

6. Basic customer service skills are important to me because:

- A. Everyone needs a refresher.
- B. I need a lot of help.
- C. I never learned any.



7. Internal customer service means:

- A. Be nice to others who come into my office.
- B. The customer is giving me a stomachache.
- C. Treating my co-workers as customers.

8. When using voice mail and leaving a message I should:

- A. Leave my phone number twice and slowly.
- B. Leave a good clean joke to keep them smiling.
- C. Not leave a message...just call back until I reach them.

9.irate callers/customers are important to your company because:

- A. It's fun to handle those kinds of calls.
- B. At least we get a second chance to make it right.
- C. I finally get to yell back.

10. Asking questions of the customer will:

- A. Aggravate them.
- B. Show I'm interested in helping.
- C. Be considered too nosy.

I.Q. Quiz Answers

1. Correct answer is B. Anything after your name erases your name. And on initial greetings, your name is very important. You have answered the phone to help them. It's a given. Those words are best used in a message-taking scenario.

2. Correct answer is C. Be sure you let the customer know that help is on the way. That's the most important part.

3. Correct answer is B. You need to leave your troubles at the door. Arguments with a spouse or a bad hair day is your problem. Telephone Doctor calls that "emotional leakage." That's getting angry at Peter and taking it out on Paul. Not fair, not right, and no fun.

4. Correct answer is C. No gum at work—ever. End of subject. If you have bad breath, use mouthwash.

5. Correct answer is B. The old Telephone Doctor adage, "smile before you pick up the phone," is the way to make every phone call or customer contact a great one. Remember, it's hard to be rude when you're smiling.

6. Correct answer is A. Everyone can use a brush up course. There's a great saying: "When you're through learning, you're through." Never stop taking those little basic skill lessons you're offered. Even if you do know it all, look how good you'll feel about that!

7. Correct answer is C. You need to treat your co-workers as well as you're going to treat your external customers. Remember: We are customers to each other. You sure don't need any internal conflicts between co-workers and departments.

8. Correct answer is A. Voice mail was meant to take an effective message. Give details and speak conversationally so the person receiving the message will enjoy it. Effective messages have concrete information—dates, times, names, situations. Leave your phone number—twice and slowly. Make voice mail work for you, not against you.

9. Correct answer is B. Getting a second chance is golden. And irate callers, while certainly not pleasant, can be the challenge of the day. And they can be satisfied.

10. Correct answer is B. Listening and questioning skills are very important to excellent customer service. ■

Nancy Friedman, the Telephone Doctor®, is an internationally recognized expert on managing customer relationships. She delivers her customer service message to conferences and conventions and to corporate employees via her best-selling customer service video training series. She can be contacted at 314-291-1012 or Nancy@telephonedoctor.com.



MILLENNIAL TECHNOLOGIES & CONSULTING INTERNATIONAL USA • LONDON • JAKARTA • SINGAPORE

Millennial Technologies & Consulting International provides consulting, technology, training, and equipment for the picture framing industry.

Our consulting services are provided for small start-up frame shops all the way to large commercial framing operations.

We can analyze work area design, space maximization, labor issues, production capacity, automation, marketing, purchasing, and the business side of a framing facility.

We can provide consultation on what your facility should look like as well as on what frame designs will sell and which ones are the most cost-effective to produce.



Millennial Technologies & Consulting International

44 Windsor Bridge Drive • The Woodlands, TX 77384 • 337.580.0788
parrie@jparrie.com