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Best CUSTOMER SERVICE FINAL EXAM Flashcards | Quizlet

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Customer Service Aptitude Test: Free Practice Questions

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C. diffusing the customer's anger. D. avoiding the conflict completely. 14. Which of the following is an example of a customer service situation related to fraud: A. A company treats customers differently based on their races. B. A customer feels insulted by a server and wants him/her to be fired. C. A staff member is stealing food from the ...

SAMPLE EXAM - DECA

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