



Exam Name – Certified Customer Service Professional (CCSP)

Exam Code – CCSP-001

Sample Exam

Which of the following are the key elements of Customer Service? (Choose three)

- A) Expanding your Definition of Service
- B) Identifying your Customers
- C) Expanding your Customer Base
- D) Developing a Customer Friendly Approach
- E) Identifying your vendors and stakeholders

Answer: ACD

True or False: Customers, buyers and clients want to pay a fair price for quality service or products, and feel satisfied?

- True
- False

Answer: True

Which of the following activity starts with the ability to listen to the customer and find out through polite questioning what he/she needs or wants?

- A) Customer vision
- B) Customer service
- C) Customer relationship
- D) Customer management

Answer: B



Which of the following are two critical qualities to the “Customer Friendly Approach”? (Choose two)

- A) Communications
- B) Leadership
- C) Relationships
- D) Workaholic

Answer: AC

True or False: Professionals who constantly deal with customers (inside and outside the company) need to strive for certain qualities to help them answer customer needs.

- True
- False

Answer: True

Which of the following are three Interpersonal Actions of Customer Service? (Choose three)

- A) Eye Contact
- B) Smiling
- C) Dancing
- D) Singing
- E) Shaking hands
- F) Kicking with legs

Answer: ABE