

Duration: 30 Mins**Total Marks: 10****Q.ID: ITISKILL2712VQ**

1. What does the growth of a business depend on?

- A) How you help customers B) All of these
C) How you take feedback from customers D) How you talk to customers

Answer: B) All of these

2. A customer who buys a product for the first time is a ___?

- A) New customer B) Bargaining customer
C) Vendor D) Researching customer

Answer: A) New customer

3. A person who buys a product is a _____.

- A) Student B) Seller
C) Servicer D) Customer

Answer: D) Customer

4. Probing for customer needs means _____.

- A) To celebrate with customers B) To ask customers what they need
C) Get angry with the customer D) To give discount

Answer: B) To ask customers what they need

5. Loyal Customers are those who _____.

- A) Hate the shop B) Ask for more discount
C) Buy a product/a service for the first time D) Keep coming back to the same shop

Answer: D) Keep coming back to the same shop

6. Caring for customers is key to growing your business. What does this mean?

- A) Care for customers at their home B) Care for keys
C) Care for customers when they are sick D) Care for what customers want

Answer: D) Care for what customers want

7. A dissatisfied customer means _____.

- A) Beautiful customer B) Old customer
C) Unhappy customer D) Happy customer

Answer: C) Unhappy customer

8. Why is it important to use selling techniques?

- A) To have fun B) To make friends with customers
C) To look confident D) To connect with customers & make sure they make a purchase

Answer: D) To connect with customers & make sure they make a purchase

9. Swati needs to sell a laptop. She can use the _____ technique to sell it.

- A) TAB B) FAB
C) Cross selling D) Probing

Answer: B) FAB

10. What is the service given to the customer before, during or after a purchase called?

- A) Auto Service B) Customer service
C) Management Service D) None of these

Answer: B) Customer service