

Student Name: _____ Roll No: _____

1. Probing for customer needs means _____.

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

C) Care for keys

D) Care for customers when they are sick

2. Loyal Customers are those who _____.

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

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

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

3. Why is it important to use selling techniques?

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

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

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

4. A dissatisfied customer means _____.

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

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

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

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

- A) Care for customers at their home
B) Care for what customers want

9. 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

10. A customer who buys a product for the first time is a____?.

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