



opc assessment

PRACTICE TESTS

# Customer Service Verbal Test (CSVT)

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Free Sample v1.2

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## About the Customer Service Verbal Test (CSVT)

The Customer Service Verbal Test (CSVT) is designed to assess your ability to understand and reason with customer orientated written information.

## Improve your performance with the practice test

Research has shown that your score on a test is likely to improve if you practice. So if you spend some time practising with this practice test then you will help yourself to do your best.

## How to complete the practice test

This practice test consists of a series of fictitious passages of information. Each passage is followed by four multiple-choice questions. You must use the information given in the passage to answer the multiple-choice questions which follow. There are 4 potential answers for each question labelled A, B, C or D. You have to choose the answer you think is correct by using only the information given in the passage of information.

## Final instructions

There are 4 questions in total. You can either:

- print this document out and mark your answers with a pen in the button  next to your choice (A, B, C, or D) for each question; or,
- work through the questions inside this PDF and mark your answers by clicking on the button  next to your choice (A, B, C, or D) for each question.

### Remember:

- Work through the questions as quickly and accurately as you can.
- If you are not sure of an answer then select your best answer.
- You can use rough paper to make any notes.

Now turn over to complete the practice questions.

## Questions

### Credit Zones customer complaints

Customers with complaints may telephone, write in or call in in person at the information desk. The telephone lines are open between 08:30-12:30 and between 14:30-18:30 Monday to Saturday. The information desk is open from 08:30-18:30 seven days a week.

Letters of complaint must be responded to within seven days of receipt of the letter, if the complaint can be dealt with by the person who opens the letter. If this is the case, then a photocopy of the reply, which is sent to the customer should be made and placed in the 'complaints' file. If the complaint requires the attention of a manager, the original letter should be stamped with the date received and placed in the Senior Clerk's in-tray within 3 days of receipt.

1. **How can customers complain?**

- A.  By phone.
- B.  By phone and by writing in.
- C.  By phone, by writing in, by e-mail and by calling in at the information desk.
- D.  By phone, by writing in and by calling in at the information desk.

2. **Letters of complaint can be dealt with by:**

- A.  a customer.
- B.  a manager.
- C.  the person who opens the letter.
- D.  a manager, or the person who opens the letter.

3. **If a letter of complaint requires the attention of a manager it should:**

- A.  be dealt with by the person who opens the letter.
- B.  be stamped and dealt with, within 7 days of receipt.
- C.  be stamped and placed in the senior clerk's tray.
- D.  be stamped and dealt with by the senior clerk within 3 days of receipt.

4. **The telephone lines are open:**

- A.  for 8 hours a day, 6 days a week.
- B.  between 08:30-18:30, 6 days a week.
- C.  between 08:30-12:30 and 14:30-18:30 seven days a week.
- D.  closed for 2 hours each day.

**STOP. This is the end of the test.**

## The answers

To score your test please look back through your answers and input them (e.g. A, B, C, or D) in the table below under the column 'My answer'. Once you've transferred your answers into the table you can then compare them with the correct answers. Give yourself one mark for each correct answer.

Q.	My answer	Correct answer
1.		D
2.		D
3.		C
4.		A
		<b>My TOTAL Score</b>

## Doing your best

- Whatever your score we recommend that you keep practising. Try the test again.
- After trying the test again, if you got any of the answers wrong then go back and work out where and why you went wrong on each question.
- If you have gone over a wrong answer and don't understand why it is wrong, then ask a friend or relative who might be able to help you understand why.

## Completing other practice tests

Research has shown that practice can help you to improve your chances of performing well on a test. OPC Assessment have other practice tests available that you might be interested in completing. Please visit our website [www.theopc.co.uk](http://www.theopc.co.uk) for further information.

**And finally, good luck!**