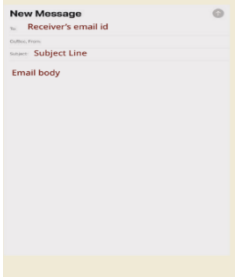



SSC/Q2210 – Customer Care Domestic Voice – V3

Review Date - 01/06/2025

S No.	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	Which among the following lines should be used after greeting a customer? A) How may I help you? B) I'm sorry that you're facing this issue. C) Thank you for taking the time to explain that to me. D) I need a little more information to understand the problem.	A	B	C	D	Choice 1
2	To which member of the team, will you escalate the issue, if a customer contacts you to obtain resolution of a technical query?	Customer Service Specialist	Customer Service Supervisor	Customer Service Engineer	Remote Customer Service Representative	Choice 3
3	_____ is a sales technique involving the selling of an additional product or service to an existing customer.	Up sell	Direct sell	Functional sell	Cross sell	Choice 4

4	<p>Arrange the following steps of sales in correct order.</p> <p>A) Approach B) Handling objections C) Prospecting D) Presentation E) Preparation F) Follow-up G) Closing</p>	C>E>A>D>B>G>F	C>A>E>F>B>D>G	A>E>D>F>C>B>G	B>A>D>C>F>G>E	Choice 1
5	<p>The steps followed during a sales call are as follows:</p> <ul style="list-style-type: none"> -Introduced himself and the company he worked for. -Asked if the customer had a minute to discuss regarding the product. -Made sure he have got the right person by taking clarification. -Stated the cost & benefit statement of product -Took consent that customer needed the product or not. <p>Which part of communication will a candidate miss, if he/she follows above mentioned process?</p>	Taking consent of customer needs	Described the product	Introduce himself over call	Discussed pros of the product	Choice 2
6	<p>In the given sentence, identify the nature of the word in bold. Your English is good.</p>	Adjective	Adverb	Pronoun	Determiner	Choice 1

7	Which of the following skills will led to a better possibility of career development?	Soft Skills	Optimised personal expenditure	Dairy writing	Silence	Choice 1
8	Which of the following portions of the email format shown below depicts the email's content? 	Subject	Email Body	Receiver email id	In Notes with email	Choice 1
9	Which of the following can be interpreted from the given image? 	Gender inclusive workplace	Gender biased workplace	Remote work culture	Hazardous workplace	Choice 1
10	You get a call on your phone. A person tells you that they are calling you from the bank. They ask you to share your debit card PIN with them. What must you do?	Do not share the PIN	Share the PIN with the person in call	You ask him to call again	You text the pin in messages	Choice 1
11	Hiring managers or employers do not typically look for which of these skills	Communication skills	Interpersonal skills	Leadership skills	Family glory	Choice 4

	before hiring personnel?					
12	In the given sentence, identify the nature of the word in bold. Your English is good .	Adjective	Adverb	Pronoun	Determiner	Choice 1
13	Which of the following skills will led to a better possibility of career development?	Soft Skills	Optimised personal expenditure	Dairy writing	Silence	Choice 1
14	Letters and emails belong to which of the following types of communication?	Verbal communication	Visual communication	Written communication	Non-verbal communication	Choice 3
15	Which of these corresponds to the parts that you can use to send instructions from outside the computer?	Input Unit	Output Unit	Central Processing Unit	Wireless unit	Choice 1

Sample Question Paper - Mercer-Mettl