**13885 Knowledge Assessment**

**NQF 2 Contact Centre Support ID 71490 LP 73269**

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| --- | --- |
| **Name:** |  |
| **ID Number:** |  |
| **Workplace:** |  |
| **Region:** |  |
| **Date:** |  |
| **Signature (to verify this is my own work)** |  |

**Marking Grid: (For Office Use ONLY)**

|  |  |  |
| --- | --- | --- |
| **SECTION** | **TOTAL** | **Learner Achievement** |
|  |  |  |
|  | **40** | **%** |

|  |  |
| --- | --- |
| **Marked By:** |  |
| **Date:** |  |
| **Competent** | **Not Yet Competent** |
| **Assessor Sign off:** |  |
| **Notes:** |  |
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| **Provide information to customers in a Contact Centre** | **13885** |

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| 4. Identify and list the top 10 customer service principles | 13885 EEK4 |
|  | **(10)** |
| 5. Give an example of how you would use the following tips in your contact centre to improve communication: | 13885 EEK1 |
| |  |  | | --- | --- | | Replace jargon or abbreviations with common phrases |  | | Echo back your customers' words to them |  | | Speak slowly and clearly |  | | Give your customers context when explaining technical concepts |  | | Give your customers context when explaining technical concepts |  | | **(5)** |

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| 6. Explain 3 reasons that customers become upset and how such problems can be identified when dealing with a customer. | 13885 EEK3 |
|  | **(5)** |