**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  |
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|  |  |
| --- | --- |
| 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)**  |

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