

CSR Practice Test Questions and Answers

1. What does CSR stand for in customer service?

- A) Customer Service Representative
- B) Customer Support Resources
- C) Client Service Records
- D) Customer Satisfaction Rating

2. What is the most important skill for a CSR?

- A) Technical knowledge only
- B) Active listening and communication
- C) Sales techniques
- D) Data entry speed

3. How should a CSR handle an angry customer?

- A) Argue back to defend the company
- B) Listen actively, empathize, and find solutions
- C) Transfer immediately to a supervisor
- D) End the call quickly

4. What is the primary goal of customer service?

- A) Minimize call time
- B) Customer satisfaction and problem resolution
- C) Increase sales volume
- D) Collect customer data

Answers: 1-A 2-B 3-B 4-B

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