

Customer Feedback Job Interview Questions And Answers



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Customer Feedback Interview Questions And Answers Guide.

Question - 1:

What is customer service?

Ans:

Customer service is the provision of service to customers before, during and after a purchase. Customer service is a series of activities designed to enhance the level of customer satisfaction - that is, the feeling that a product or service has met the customer expectation.

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Question - 2:

What is the importance of customer?

Ans:

The importance of customer service may vary by product or service, industry and customer. The perception of success of such interactions will be dependent on employees "who can adjust themselves to the personality of the guest, according to Micah Solomon. Customer service can also refer to the culture of the organization - the priority the organization assigns to customer service relative to other components, such as product innovation or low price. In this sense, an organization that values good customer service may spend more money in training employees than average organization, or proactively interview customers for feedback.

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Question - 3:

What is Customer support?

Ans:

Customer support is a range of customer services to assist customers in making cost effective and correct use of a product. It includes assistance in planning, installation, training, trouble shooting, maintenance, upgrading, and disposal of a product. These services even may be done at customer's side where he/she uses the product or service. In this case it is called at home customer services or at home customer support.

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Question - 4:

What is Instant feedback?

Ans:

Many organizations have implemented feedback loops that allow them to capture feedback at the point of experience.

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Question - 5:

What is Customer feedback management?

Ans:

Customer feedback management online services are web applications that allow businesses to manage user suggestions and complaints in a structured fashion.

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Question - 6:

Why we need to respond immediately to feedback?

Ans:

When clients reply, you need to show you're listening. Here's how to do it in three steps:

* Thank them. Show gratitude for any type of response, even if it's not something you can act on.

* Acknowledge their specific feedback. Make it clear that you understand their request and empathize with their needs and expectations.

* Share how you're going to act on their feedback. Keep in mind your clients manage organizations too. They will grasp that you can't act on everything immediately.

Be honest. Even if their feedback is nothing you plan to act on, let them know their feedback has been passed to an appropriate team. At the very least, your client will feel as if their comments were received and processed.

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**Question - 7:**

Why not to use average scores as an indicator?

Ans:

It's easy to succumb to the temptation to grade your customer satisfaction in terms of your overall score across all clients. For example, if you have an average score of 8 on scale questions, you might be really satisfied.

But the trick is to dive deeper and see which clients are disgruntled. The idea is to motivate yourself to please these disgruntled clients. To that end, Grading yourself on a tough curve, using the following values:

* Scores of 1-6: Disgruntled. Grade yourself with a -2 score.

* Scores of 7-8: Neutral. Grade yourself with a 0 score.

* Scores of 9-10: Delighted. Grade yourself with a +1 score.

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Question - 8:

How to keep questions simple during customer feedback?

Ans:

limiting yourself to three types of questions: binaries (yes-or-no questions), scales (asking clients to rate something from 1-10), and open-ended (succinct explanations for client satisfaction or disappointment).

The ideal two-question survey should consist of a first question that is either a rapid-fire binary or scale query, and a second, open-ended question in which you ask clients to (briefly) elaborate on their answer to the first one. But of course, there's nothing preventing you from pairing a binary with a scale, if what you want most of all are quick, quantifiable replies.

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Question - 9:

How to Keep surveys short during customer feedback service?

Ans:

The goal is to get a response. You're more likely to get a response if you ask two fast questions than you are if you ask 12 meaty ones.

That is downright shocking--and profound--when you consider that response rates for B-to-B surveys can often be less than 10 percent.

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