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QUESTION 1

Who is responsible for maintaining a working environment conducive to effective inter- departmental relationships?

- A. Executive management
- B. Department managers
- C. Everyone
- D. Human resources

Correct Answer: C

QUESTION 2

Which two organisational characteristics are typically found in a supportive workplace environment? (Choose two.)

- A. High adherence to policies
- B. Low employee turnover
- C. High employee morale
- D. Low superior-subordinate interaction

Correct Answer: BC

QUESTION 3

Which two are the primary purpose of an annual (periodic) survey? (Choose two.)

- A. Identify changes to products, services and processes
- B. Determine management bonuses
- C. Measure performance of individual analysts at the help desk
- D. Evaluate customer satisfaction with products, services, and personnel

Correct Answer: AD

QUESTION 4

For which two reasons is it important to have documented processes and procedures? (Choose two.)

- A. Justification for not meeting customer expectations
- B. Ensures consistent service



- C. Identifies areas out of policy
- D. Promotes adherence to policies

Correct Answer: BD

QUESTION 5

In which two instances is it appropriate to use the customers first name? (Choose two.)

- A. During the initial interaction with the customer
- B. When the customer becomes irate
- C. During informal communication
- D. When you have established a good rapport with the customer

Correct Answer: CD

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