

Key customer service soft skills

1

Communication

2

Listening skills

3

Emotional intelligence

4

Friendliness

5

Ability to remain calm under pressure

6

Good organization

7

Writing skills

8

Body language

9

Initiative to follow up

10

Customer service

Examples Of Customer Service Skills Test

Mary Gowan



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implemented long enough to observe the patterns and issues that emerge when these approaches evolve through technical advancement and successive application A new set of issues and opportunities has emerged and the next generation of these applications is now coming of age This book reflects on the last few decades of this evolutionary process from a vantage point of global experience across a wide range of workplace applications including employment selection development and occupational certification The themes and issues that arise as this broad treatment unfolds provide an essential foundation for students researchers and professionals who are involved with the assessment of human capability and potential in organizational and workplace contexts **Situational Judgment Tests** Jeff A. Weekley, Robert E. Ployhart, 2013-05-13

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