

Domestic Voice

Sample Questions

Domestic Voice (Theory)

Q1. You call up Sunil and try to pitch him a credit card. He says that he already has a credit card, hence is not interested in buying the same. But he is interested in taking a personal loan. What will you do? Refer to the passage area to answer this question.

Passage:

You are working with the telesales team of a bank selling credit cards. Your manager has shared the following guidelines with you:

- 1) If you come across any existing customer who has queries about our product/services, route the customer to the IVR and choose the respective option
 - 2) For customers, who are interested in buying other product/services except credit card, commit a call back from the concerned team
 - 3) The IVR options are: 1-Loans, 2-Credit card, 3-Bank accounts, 4-Demat accounts, 5-ATM Loss, 6-Others.
-
- (a) Tell Sunil that you are from credit cards team. Confirm a call back time and inform him that someone from the concerned team will call him.
 - (b) Tell Sunil that he can visit our IVR and choose option 1 for loans. The customer service associate will help him.
 - (c) Tell Sunil that you have no information about the loans but your supervisor can assist him. Pass on the call to the supervisor.
 - (d) Abruptly disconnect the call as you do not have any information about loans offered by your company.

Q2. For credit card sales, which of these statements is the most appropriate sales pitch?

- (a) I am calling in to tell you how our credit card is different from others and you would want to buy it.
- (b) A few minutes of your precious time now, can lead to a guaranteed satisfaction on your credit card bills.

- (c) I would like to highlight that if you have a credit card, you can shop even if you have less cash and pay later.
- (d) I would like to inform you that your name has been selected in a lucky draw for free Platinum credit card.

Q3. State if the statement is True or False

While taking the credit/debit card details in a sales process, you should write it on a piece of paper so that you do not ask for the same information from the customer again and lead to dissatisfaction.

- (a) True
- (b) False

Q4. A prospective customer during a call says that he is not interested in buying the product since the price demanded for it is very high as compared to those companies who are offering it at a lower price. What should be your answer so that the customer gets convinced to buy the product?

- (a) Sir, companies offering this product at a lower cost must be compromising on the quality of the product. We are providing you the best quality.
- (b) Sir, I understand. However, we are authorized to sell this product at the price quoted by our company. Please tell me if you would be interested in buying at the same price.
- (c) Sir, let me check with my supervisor if any discount can be provided to you.
- (d) I understand your concern Sir. However, I would like to tell you about some additional features available in our product which makes it different from the ones in the market.

Q5 You are working with Holidays.com as a telesales executive and your job role includes providing information about the product and convincing people to buy the same. You call up a customer and he starts complaining about the issues he had with one of the holiday packages that he bought from your company. What will you do?

- (a) I will apologize to the customer and disconnect the call.
- (b) I will tell the customer that I don't handle complaints as I am from the sales team.

- (c) I will apologize to the customer and connect him to the support team that deals with such complaints.
- (d) I will tell the customer that he will soon get a call from the support team.

Q6. Suppose that a customer is ready to buy the product from your company over the phone and the customer wants some extension regarding the payment date. The company policy allows for a 3 days extension in the payment date. What is the correct way of communicating this to the customer?

- (a) "I can extend the due date by three days only. Will that work for you?"
- (b) "We can extend the date by only three days after which you have to do it. Is it ok?"
- (c) "The company policy allows for a 3 days extension in the due date. I hope that will work for you."
- (d) "Will you be able to pay on time, if I extend the date by three days?"

Health and Safety

Q7. What should you do if your colleague suddenly faints and is not breathing?

- (a) You should check his pulse and blow air into his mouth
- (b) You should make him lie down and place a wet cloth on his forehead
- (c) You should tightly hold his shoulder and shake him
- (d) You should gently stroke his chest in downward direction

Q8. While working, your system suddenly shuts down. You notice some spark near the wiring of the system. What should you do?

- (a) You should inform your colleague and take his help to correct the wiring
- (b) You should inform the maintenance department and request them to resolve the issue
- (c) You should try to check the wiring and correct it on your own

- (d) You should request your colleague to share his system with you and work turn by turn

Work Management

Q9. A person takes 10 minutes to install software in one computer. In how many computers will he be able to install the software in one hour?

- (a) 5
- (b) 6
- (c) 10
- (d) 20

Q10. You work in department A of a company. You receive a service request from a customer which has to be handled by department B as per the company guidelines. What should you do in this case?

- (a) You should ask the customer not to send such requests to department A
- (b) You should forward the service request to your manager
- (c) You should handle the request and meet the customer's requirement
- (d) You should inform the head of department B and ask him as to why your department is getting such requests

Basic Computer Literacy

Q11. What does "F" mean on the F1, F2, F3, F4, etc. keyboard keys?

- (a) Find
- (b) File
- (c) Format
- (d) Function

Q12. You have completed the worksheet and want to make certain that you have not made spelling or grammar errors. Which button will you select?



A



B



C



D

(a) A

(b) B

(c) C

(d) D