

Job role Name:		Key Accounts Management Executive Courier							
Job role Code:		LSC/Q3035 Version: 4.0 NSQF Level: 5							
Que stio n	NOS code	NOS Name	Question	Option A	Option B	Option C	Option D	Correct Answer	Marks
1	LSC/N1502	Acquire new key account clients	What is the first step in acquiring a new key account client?	A. Identifying potential clients	B. Ignoring market opportunities	C. Avoiding customer meetings	D. Reducing communication	A	5
2	LSC/N1502	Acquire new key account clients	Why is understanding a client's business needs important?	A. To provide suitable solutions and build a strong relationship	B. To increase operational costs	C. To avoid communication with the client	D. To delay the sales process	A	10
3	LSC/N1502	Acquire new key account clients	What helps in building trust with a new key account client?	A. Making unrealistic promises	B. Providing accurate information and professional service	C. Ignoring customer concerns	D. Delaying responses to queries	B	15
4	LSC/N1503	Maintain key account client relationship	Why is regular communication important with key account clients?	A. To build trust and maintain strong relationships	B. To increase misunderstandings	C. To avoid customer feedback	D. To reduce service quality	A	5
5	LSC/N1503	Maintain key account client relationship	What should an account manager do when a key client raises a concern?	A. Ignore the concern	B. Listen carefully and resolve the issue promptly	C. Delay the response unnecessarily	D. Transfer responsibility without informing the	B	10
6	LSC/N1503	Maintain key account client relationship	How can a company strengthen its relationship with key account clients?	A. By providing consistent service and support	B. By reducing communication with clients	C. By ignoring client feedback	D. By making false commitments	A	15
7	LSC/N1504	Provide customer support and resolve complaints	What should be the first step when handling a customer complaint?	A. Ignore the complaint	B. Listen carefully to the customer's concern	C. Blame the customer	D. End the conversation quickly	B	5

8	LSC/N1504	Provide customer support and resolve complaints	Why is it important to resolve customer complaints promptly?	A. To improve customer satisfaction and trust	B. To increase customer frustration	C. To avoid communication with customers	D. To delay service improvement	A	10
9	LSC/N1504	Provide customer support and resolve complaints	What should a customer support representative do after resolving a complaint?	A. Ignore the customer	B. Confirm that the issue has been resolved satisfactorily	C. Delete all records of the complaint	D. Avoid further communication	B	15
10	LSC/N1505	Manage key consignor sales activities	What is the main objective of managing key consignor sales activities?	A. To increase customer satisfaction and business growth	B. To reduce communication with clients	C. To delay sales processes	D. To avoid tracking sales performance	A	5
11	LSC/N1505	Manage key consignor sales activities	What should be monitored regularly in key consignor sales activities?	A. Sales performance and customer requirements	B. Office decoration plans	C. Employee lunch schedules	D. Vehicle color preferences	A	10
12	LSC/N1505	Manage key consignor sales activities	Why is it important to maintain accurate sales records?	A. To support decision-making and track performance	B. To increase paperwork unnecessarily	C. To avoid customer communication	D. To delay reporting activities	A	15
13	LSC/N1506	Manage project cargo and exigencies	What is the main purpose of managing project cargo?	A. To ensure the safe and timely movement of large or specialized cargo	B. To increase transportation delays	C. To avoid planning activities	D. To reduce coordination among teams	A	5
14	LSC/N1506	Manage project cargo and exigencies	What should be done when an unexpected issue (exigency) occurs during cargo movement?	A. Ignore the issue	B. Take corrective action and inform the relevant stakeholders	C. Continue operations without reporting it	D. Delay all decisions indefinitely	B	10
15	LSC/N1506	Manage project cargo and exigencies	Why is proper planning important for project cargo operations?	A. To ensure efficient resource utilization and risk management	B. To increase operational confusion	C. To avoid documentation requirements	D. To reduce communication with customers	A	15
16	LSC/N9911	safety, security procedures and	follow safety procedures at the workplace?	A. To prevent accidents and injuries	B. To increase confusion	C. To avoid work	D. To reduce teamwork	A	5

