


S/N	MOE Name	MOE Details	Level	English Question	English Answer	English Answer	English Answer	English Answer	English Answer	English Answer	English Answer	English Answer
1	1. ASC/NE11	Manage work and resources	FC1 Identify the risks and hazards associated with work activities, <u>resources and equipment</u> .	Which is a common cause of workplace hazards in an automotive <u>work environment</u> ?	Lack of marketing materials	Microinteraction with customers	Poorly maintained office equipment	Insufficient product knowledge	3	5		
2			FC2 Implement ways and guide the team to manage time, resources and cost effectively.	What is the best way for a Customer Relationship Manager to help the sales team manage their time effectively?	Increase their workload	Provide training on time management skills	Set unrealistic sales targets	Reduce their break times	2	5		
3			FC4 Ensure that the team periodically checks for safety/hazards around the work area and take corrective actions or escalate to appropriate authority if unable to do so.	What action should the team take upon discovering safety or hazards in the work area?	Ignore them	Continue work as usual	Post it on social media	Take immediate corrective actions	4	5		
4			FC3 promote awareness about hygiene and sanitation regulations.	How does a Customer Relationship Manager Automotive contribute to maintaining hygiene standards?	Implementing best practices for hygiene	Assisting sales teams with customer satisfaction	Coordinating with back office staff	Organizing customer relationship activities	1	5		
5			FC1 ensure complete relation for any customer query/feedback with best turnaround time	A customer inquires about the availability of a specific car model and color combination.	Recommend a color model from another brand	Offer to add them to a waiting list	Check with nearby dealerships for availability and inform the customer.	Immediately contact them with the sales team.	1	10		
6	2. ASC/NE106	Manage and enhance customer experience	FC1 build strong relationship with customer and provide excellent services to maximize customer satisfaction within the organizational framework.	You receive feedback from a customer who recently purchased a car. The customer is unhappy with the follow-up service they received from the dealership. What should you do first to address the customer's complaint?	Inform the sales team about the feedback.	Contact the customer to apologize and understand their concerns better.	Advise the customer to visit the dealership again.	Ask the customer write a negative review on company website.	2	10		
7			FC10 Identify potential customers for considering the dealership for purchasing vehicles and completed their ready requirements.	A customer calls about a particular car advertised online. How should you handle the call?	Schedule a test drive appointment to experience the car firsthand.	Confirm availability and ask for immediate purchase intent.	Highlight the car's key features mentioned in the ad.	Transfer them to the sales department without gathering further information.	1	7		
8			FC11 manage a diverse range of customer relation campaigns including idea generation/development, preparing and presenting sales delivery proposals, and mastering successful execution.	You've gathered data on customer needs. What should your sales delivery proposal for a retention campaign prioritize?	Highlighting the dealership's latest service promotions.	Using generic marketing jargon about "customer satisfaction."	Focusing on the technical specifications of new car features.	Tailoring the campaign to address specific customer segments based on their data.	4	7		
9			FC10 understand key customer requirements for the vehicle (riding habits, path or any issue related to service or products) (during service calls follow-ups to generate repeat/referral leads) and address the requirements/buissas for early referral.	A happy customer mentions their friend is interested in buying a used car. What's the best course of action?	Directly approach the friend with a sales pitch without their consent.	Thank the customer for their business and move on.	Ask the customer for their friend's contact information and offer a referral program incentive.	Provide the friend's contact information to the sales team without the customer's knowledge.	1	10		
10			FC11 ensure proper resolution of customer queries including those related to vehicle type, model, specifications etc.	A customer contacts you with questions about the difference between two similar car models, specifically regarding their safety features.	Suggest the customer visit the dealership to see the cars in person.	Explain the safety features of both models in detail, highlighting the key differences and benefits of each.	Direct the customer to the car manufacturer's website.	Provide a brief overview of both models without details.	2	7		
11	3. ASC/NE122	Supervise and evaluate the performance	FC1 take operational measures and create metrics to analyse the performance achieved by team.	Which role does a Customer Relationship Manager Automotive play in quantifying team performance?	Creating metrics for analysis	Organizing customer experience activities.	Providing assistance to sales teams.	Supervising sales calls.	1	5		
12			FC2 evaluate performance of team members on the assigned processes and metrics as per the guidelines of the organization.	You are reviewing the performance of a sales caller who has been consistently missing their call targets over the past month. What is the best approach to address the sales caller's performance issue?	Criticize the sales caller in front of the entire team.	Have a one-on-one meeting to understand their challenges.	Transfer the sales caller to a different department.	Ignore the issue and hope it improves on its own.	2	7		
13			FC3 perform all appraisal related process flow for team members, as per their performance parameters.	You are preparing for the annual performance appraisal of a sales caller who has shown significant improvement in customer interaction but still struggles with meeting daily call targets. How should you approach this sales caller's performance appraisal?	Focus solely on their inability to meet call targets.	Give a generic appraisal without specific feedback.	Acknowledge their improvement and provide constructive feedback on meeting call targets.	Ignore the improvements in customer interaction.	1	7		
14	4. DC1/NOE/NE101	Employability Skills (90 hours)	FC1 adopt a continuous learning mindset for personal and professional development.	How does a Customer Relationship Manager Automotive contribute to personal and professional growth? Identify the following digital device.	Building customer relationships	Assisting sales teams with sales targets.	Coordinating with back office staff	Embracing continuous learning	6	5		
15			FC10 operate digital devices and use their features and applications securely and safely.		Tablet	Laptop	Smartphone	Smartwatch	1	5		
<b>Nos. Total</b>										<b>100</b>		