

National Australia Bank NAB Practice Test Questions and Answers

1. What is a key principle of customer service in banking?

- A) Understanding customer needs and providing appropriate solutions
- B) Selling the most expensive products
- C) Minimizing interaction time
- D) Focusing only on new customers

2. Which of the following is most important when handling customer complaints?

- A) Active listening and empathetic response
- B) Defending bank policies
- C) Transferring to another department immediately
- D) Offering discounts on all products

3. What does "Know Your Customer" (KYC) requirements involve?

- A) Verifying customer identity and understanding their financial activities
- B) Learning customer's personal hobbies
- C) Memorizing customer names only
- D) Checking customer's social media profiles

4. In a team environment, what is the best approach to conflict resolution?

- A) Open communication and finding mutually beneficial solutions
- B) Avoiding the conflict entirely
- C) Taking sides immediately
- D) Escalating to management without discussion

Answers: 1-A 2-A 3-A 4-A

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