

# Customer Service

## Career Exploration

### What is customer service?



Customer service is delivering proactive\* and immediate support to customers anytime in the correspondence of their choice — phone, email, text, chat, and more. Almost every job requires customer service. Some jobs that depend heavily upon, or require, good customer service would be: waitstaff/stressers, Fast Food workers, Cashiers, bank tellers, Flight attendants, Hotel concierge, receptionists, front desk workers, and greeters, just to name a few.

### Why is customer service important?

Customer service is important because it is the relationship between the company and the customer.

Customers will continue to patronize\* establishments they are treated well at. People like to be treated with well and spoken to with respect. Customers, or patrons, often leave reviews of the establishments they have visited. The customer service they received is often the biggest complaint or biggest compliment they will give.

Often, establishments follow "the customer is always right" motto\*. This keeps the employees focused on customer satisfaction, and providing the best possible outcome for the customer.

### Difficult Customers

Sometimes, working with the public means that customers you will encounter people who are unhappy with their service, or are difficult to please. The best thing to do in these situations, is to remain calm, and try to offer solutions that you are able to provide, and are in your range of ability.

If the problem is not something you can fix, or seems urgent (such as an incident report, or a refund) you should always bring your manager or supervisor into the conversation. Your supervisor will have the ability to find a solution, as they have encountered things like this before.

### Questions

1. What is customer service?
2. Name three jobs that require customer service skills.
3. Why is customer service important?
4. What is a common motto that establishments may follow?
5. What should you do if you encounter a difficult customer?
6. If you cannot fix a problem for a customer what should you do?

# Reading Comprehension Price Customer Service

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*Resources in Education* ,1994    *The Software Encyclopedia* ,1997    **Journal of Reading** ,1978    *Resources in Education* ,1982    Customer Service Steck-Vaughn Company,1997    The Complete Learning Disabilities Directory Grey House Publishing,1997-08    150 Best Recession-proof Jobs Laurence Shatkin,JIST Publishing,2009 In a rocky economy everyone wants a rock solid career And you don t need to trade salary for security This new book uncovers the 150 most secure good paying jobs in good and bad times A total of 75 lists rank the best recession proof jobs by pay growth and openings plus by education level personality type career clusters interests age part time work and self employment Bonus lists reveal the most recession proof metropolitan areas and states the most recession proof skills and the jobs very sensitive to recession The detailed job descriptions give helpful facts on pay growth openings tasks skills needed education and training required work environment job security highest and lowest growth industries for the job and fastest growing metropolitan areas for the job A special part explains how to recession proof your career how the information can help in both good and bad economic times and the short term and long term outlook Readers gain career tips for shaky times including how to be the irreplaceable worker

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research Tests in Print V also provides a comprehensive index to the Mental Measurements Yearbook by directing readers to the appropriate volume or volumes for reviews of specific tests    **Resources for Performance-based Education** W. Robert Houston,1973

**Guide for Occupational Exploration** J. Michael Farr,LaVerne Ludden,Laurence Shatkin,2001

Contains descriptions of approximately one thousand jobs grouped in fourteen major interest areas with information on required skills and knowledge education and training    **School Library Journal** ,2001-07    Technical Papers ,1982

**Popular Computing** ,1984    *Journal of the American Dietetic Association* ,1993    *InCider* ,1990-07    **Instructor** ,1990    **Current Index to Journals in Education** ,1998    *Latin Notes* ,1928    Oxford University Computing Services

Guide to Digital Resources for the Humanities Frances Condron,Michael Fraser,Stuart Sutherland,2001 A comprehensive reference tool in humanities computing Essays in nine disciplines describe resources and introduce the state of humanities computing Platform price system requirements and means of acquisition are noted with substantial descriptions of each project plus review citations

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