

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 In The Us Customer Service

ML Morrison

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Monthly Catalogue, United States Public Documents ,1995-12 *Resources in Education* ,1998-10 **Journal of the American Dietetic Association** ,1993 **Canada-United States Law Journal** ,1995 **Quality Customer Service**

William B. Martin,1989 Examines the art of treating customers as guests in four simple steps transmitting a positive attitude identifying and providing for customer needs and cultivating repeat business *Scientific American* ,1889 *Springs* ,1994

Regulations Governing Appointments to Cadetships in the U.S. Coast Guard United States. Coast Guard,1926

The American School Board Journal William George Bruce,William Conrad Bruce,1923 **American Book Publishing Record** ,2006 **The Right to Literacy in Secondary Schools** Suzanne Plaut,2009 This inspirational

resource challenges educators to view adolescent literacy as a civil right that enables students to understand essential content and to develop as independent learners Edited by the Vice President of Education at the Public Education Business Coalition PEBC a nonprofit that is nationally known for its expertise in literacy and professional development the book is a call to action and a practical guide for reform minded schools and districts and for teachers seeking to help all adolescent learners achieve at high levels It is replete with vivid illustrations of exemplary classroom practice across all content areas It also offers important frameworks to help teachers implement those practices in their own schools Perfect for professional learning communities study groups and individual teachers this book Offers schools and districts inspiration and guidance for undertaking a whole school inquiry about adolescent learning thinking and literacy Shows the specific role that literacy plays in each of the core content areas math science social studies and language arts Includes proven tips for secondary and middle school teachers based on the work of teachers in classrooms where students are achieving at high levels Provides the common concepts and strategies necessary to help an entire faculty implement the models presented in the book

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