

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 Tips Customer Service

BM King

Reading Comprehension Tips Customer Service:

Standards-Based Comprehension Strategies and Skills Guide Miriam Myers,2006-03-13 This series ensures that students learn necessary reading skills by offering a variety of texts combined with targeted lessons to practice and reinforce comprehension and fluency The fiction and nonfiction passages prepare students for the type of reading found on most standardized tests *Resources in Education* ,1998

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Teaching Support 2004c ,2004-07-15 **Praxis I** Diana Huggins,2005 One CD ROM disc in pocket

Elocution Made Easy for Clergymen, Public Speakers and Readers, Etc Charles HARTLEY,1870 **Tools for Learning** ,1990

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Adventures of Tom Sawyer Study Guide Saddleback Educational Publishing,2008-09-01 These literary masterpieces are made easy and interesting This series features classic tales retold with color illustrations to introduce literature to struggling readers Each 64 page book retains key phrases and quotations from the original classics Containing 11 reproducible exercises to maximize vocabulary development and comprehension skills these guides include pre and post reading activities story synopses key vocabulary and answer keys The guides are digital you simply print the activities you need for each lesson

Data Book of Social Studies Materials and Resources ,1980 *Professional Issues in Speech-language Pathology and Audiology* Rosemary Lubinski,Lee Ann C. Golper,Carol Frattali,2007 This book provides comprehensive coverage of the issues critical to professional practice in communication sciences The text is multi contributed and each chapter is written by a leading expert in the field This is the most up to date text on the market and it provides in depth coverage of the recently updated 2005 Standards of Clinical Competence The text is clearly organized and highly approachable for readers and it provides a number of excellent pedagogical features such as case studies tables and decision trees to help reinforce the material

World's Business and Importers Guide ,1954 *Catalog of Audiovisual Materials for Learning Disabilities*

Suburban Audio Visual Service (La Grange, Ill.), *Literacies for the 21st Century* Donald J. Leu,Charles K. Kinzer,Kathleen

A. Hinchman,1996 **Official Guide to ABA-approved Law Schools** ,2002 **The ... Yearbook of the National**

Reading Conference National Reading Conference (U.S.). Meeting,1980 **Restructuring** Laurie Jo Bassi,Scott

Cheney,1996 **Adweek** ,1997 Vols for 1981 include four special directory issues *Comprehension Instruction* Gerald G.

Duffy,Laura R. Roehler,Jana M. Mason,1984

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