

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: Waitresses/stresses, 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 occasionally 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. What are ~~few~~ 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 Guide Customer Service

Ensheng Dong



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Resources in Education ,1982 *Quick Guide to Career Training in Two Years Or Less* Laurence Shatkin,2004 A companion book to Quick Guide to College Majors and Careers the difference being that this book is aimed at people who want to choose a career that requires two years or less of education and training Part 1 will be a set of assessments based on the reader s interests skills favorite high school courses and values that will lead them to which training programs they should investigate Part 2 will consist of two page spreads for about 90 training and education programs so that the reader can refer to them for more information A Selection of Passages from Plato for English Readers Plato,1895 **Barron's**

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Service (La Grange, Ill.), Recent Research in Reading ,1970 Over 1600 references to ERIC documents and ERIC journal articles Entries arranged numerically under document and journal article sections Documents are annotated and entries

contain order information Subject author indexes

Linguistics and Language Behavior Abstracts ,2008

Unveiling the Magic of Words: A Review of "**Reading Comprehension Guide Customer Service**"

In a world defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their power to kindle emotions, provoke contemplation, and ignite transformative change is truly awe-inspiring. Enter the realm of "**Reading Comprehension Guide Customer Service**," a mesmerizing literary masterpiece penned by way of a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve in to the book is central themes, examine its distinctive writing style, and assess its profound effect on the souls of its readers.

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