

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 Ideas Customer Service

Judith A. Langer

Reading Comprehension Ideas Customer Service:

Standards-Based Comprehension Strategies and Skills Guide Christine Dugan,2006-06-16 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

Standards-Based Comprehension Strategies and Skills Guide Miriam Myers,2006-07-26 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

Practice with Purpose: Standards-Based Comprehension Strategies & Skills Grade 1 (Binder with Transparencies) , Practice with Purpose: Standards-Based Comprehension

Strategies & Skills Grade 5 (Binder with Transparencies) , Resources in Education ,1998 The Complete Directory for People with Learning Disabilities, 1997 Leslie Mackenzie,1997-10

Data Book of Social Studies Materials and Resources ,1980 Reading Assessment Redesigned Judith A. Langer,1995 Highlighting the important innovations embodied in the 1992 National Assessment of Educational Progress NAEP Reading Report Card this report provides

information on how the NAEP s large scale reading assessment is evolving in response to changing perceptions of reading development and assessment procedures Included in the report is an overview of the theoretical framework underlying the assessment a description of and presentation of reading materials used in the assessment a discussion of students

performance on constructed response questions and a presentation of example questions Major findings discussed in the report include 1 at grades 4 8 and 12 students average performance was highest on multiple choice questions somewhat lower on short constructed response questions and lowest on extended response questions 2 the advantage of female

students over male students in reading achievement was more evident for the short constructed response questions than for multiple choice questions and the most evident for extended response questions and 3 when demonstrating comprehension of texts that they had selected from a compendium of seven short stories eighth and twelfth graders demonstrated relative success in answering the constructed response questions Also included in the report are results of students performance in reading for different purposes Finally two special studies conducted in 1992 are highlighted in the report a literary selection task and a comparison of oral and written responses to comprehension questions Contains 31 tables and five figures of data

A procedural appendix is attached RS **The Journal of English Language Teaching (India) .,1975 Thinking Through the Language Arts** Denise D. Nessel,Margaret B. Jones,Carol N. Dixon,1989 **Praxis I** Diana Huggins,2005 One CD ROM disc in pocket **Teaching French** Fernand L. Marty,1968 **Exceptional Child Education Resources ,2002**

Today's Education ,1982 Australian journal of human communication disorders ,1986 In Context Jean Zukowski/Faust,Susan S. Johnston,Elizabeth E. Templin,1996 In Context is an intermediate level integrated reading text

which combines high interest contemporary topics with comprehensive skill strategy practice The Use of the Voice in Reading and Speaking Francis Thayer Russell,1883 **Inquiry** ,2003 Teaching in the Elementary School Marcella H. Nerbovig,Herbert John Klausmeier,1969 Popular Computing ,1984

Whispering the Techniques of Language: An Emotional Quest through **Reading Comprehension Ideas Customer Service**

In a digitally-driven world where screens reign supreme and quick conversation drowns out the subtleties of language, the profound techniques and mental nuances hidden within words usually go unheard. Yet, located within the pages of **Reading Comprehension Ideas Customer Service** a captivating fictional treasure blinking with organic feelings, lies an extraordinary quest waiting to be undertaken. Composed by an experienced wordsmith, this enchanting opus attracts readers on an introspective trip, delicately unraveling the veiled truths and profound impact resonating within the cloth of each and every word. Within the emotional depths with this emotional review, we shall embark upon a honest exploration of the book is core themes, dissect its charming publishing fashion, and succumb to the strong resonance it evokes serious within the recesses of readers hearts.

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