

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 Top Customer Service

Laurence Shatkin, JIST Publishing



Reading Comprehension Top Customer Service:

Reading Comprehension, Grade 8, 2015-03-16 Reading Comprehension for grade 8 is designed to aid in the review and practice of reading comprehension skills Grade 8 covers standards such as main topic and key details identifying an author's purpose summarizing inferring and vocabulary practice The book includes engaging nonfiction and fiction passages and stories to appeal to all readers The 100 Series Reading Comprehension books span grades 1 to 8 The activities in each book reinforce essential reading comprehension skills by providing practice with sequencing main idea predicting and inferring as well as story elements character plot and setting The books include engaging grade appropriate fiction and nonfiction passages and stories Each book has 128 pages and 100 pages or more of reproducible content to help students review and reinforce essential skills in reading comprehension The series is correlated and aligned to the Common Core State Standards

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An assessment of industrial employment skill gaps among university graduates Mirza, Faisal Mehmood, Jaffri, Atif Ali, Hashmi, Muhammad Saim, 2014-04-21 The objective of this study is to examine different assessments of employers and students about job skills leading to differences defined as skill employability and perception gaps based on surveys of 100 industrial employers and 151 final year students from 6 universities and postgraduate colleges in the Gujrat Sialkot Gujranwala industrial cluster Factor analysis grouped 24 specific skills into the three interpretable categories communication and

business specific skills core employability skills and professional skills The results suggest gaps in all three respects for each of the skill categories Employers were least satisfied with the professional skill s of new employees compared to their scores on the importance of these skills Students also scored their own professional skills lower than the importance of these skills in the job market Smaller but similar differences arise for the other skill categories Students generally gave higher nominal scores to the importance of all skills than were given by employers When disaggregated by discipline students in more technical fields engineering computer science and IT which are supposed to possess high level of technical skills claim a shortage of these skills whereas students from economics commerce and business administration indicated they were neither sound in professional skills nor the softer skills Close coordination among all stakeholders through internship programs for students development and timely revision of market oriented curricula and special skill enhancement training programs are recommended steps to enhance productive youth employment in Pakistan Real-resumes for Teachers Anne

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