

# 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

**Suburban Audio Visual Service (La  
Grange, Ill.)**

## **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    *GMAT Official Guide 2024-2025: Book + Online Question Bank* GMAC (Graduate Management Admission Council),2024-05-29 GMAT Official Guide 2024 2025 Includes Book Online Question Bank Digital Flashcards Mobile App Power up your prep with the GMAT Official Guide the only study guide that features real exam questions You ll get exclusive tips and tricks directly from the exam creators and gain access to 900 practice questions to set you up for success on test day Highlights Updated Data Insights Quantitative Review and Verbal Review chapters to master each section of the GMAT exam Access to an Online Question Bank to create custom practice sets by questions type and difficulty level so that you can plan your individual practice Exclusive access to online diagnostic evaluations to discover your strengths and focus areas Detailed answer explanations to master the reasoning behind the answers New Get exclusive exam preparation tips from test prep organizations Use this guide to Master the exam structure and excel in each section Understand key concepts with review chapters Gain confidence in all question types featuring 100 new questions Review detailed explanations to understand correct and incorrect answers New Practice with two part analysis questions in the book PLUS Focus your studying with the Online Question Bank Bonus included with purchase Tailor your practice by building practice sets targeting question type and difficulty Discover your strengths and weaknesses with diagnostic quizzes Track your focus areas and progress with key metrics Reinforce concepts with flashcards and engaging games Challenge yourself with timed practice Use digital flashcards to master key concepts also accessible on the mobile app The Online Question Bank is accessible through your mba com account    *The Official Guide to the GRE revised General Test* Educational Testing Service,2010-04-23 The only guide to the GRE that comes straight from the test makers If you re looking for the best most trustworthy guide to the GRE you ve found it GRE The Official Guide to the General Test with CD ROM is the one and only GRE guide specially created by ETS the people who actually make the test Only ETS can give you real GRE questions for practice and tell you the test maker s own strategies for success That s why this guide is your indispensable source for everything you need to know the GRE No other GRE guide gives you Everything you need to know about the GRE straight from the test makers Hundreds of authentic GRE questions so you can study with the real thing Companion CD ROM with a full length GRE practice test    **The Complete Directory for People with Learning Disabilities, 1997** Leslie Mackenzie,1997-10    *Prentice Hall Realidades Preparation for Advanced Courses Complete 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    **The Adventures**

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**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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