

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 Vs Customer Service

JL Elias

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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

Building Reading Comprehension, Grades 3 - 4 Jillayne Prince Wallaker,2000-01-01 A top selling teacher resource line The 100 Series TM features over 100 reproducible activities in each book We read every day books poems assignments lists signs directions recipes letters and more To face a world of print students must read critically and for meaning A variety of formats in this book offer the practice students need to build important reading skills Drawing conclusions identifying the main idea examining the writer s purpose mapping story elements building vocabulary and determining fact or opinion are among the many reading skills covered

Computational Science and Technology Rayner Alfred,Hiroyuki Iida,Haviluddin Haviluddin,Patricia Anthony,2021-03-15 This book gathers the proceedings of the Seventh International Conference on Computational Science and Technology 2020 ICCST 2020 held in Pattaya Thailand on 29 30 August 2020 The respective contributions offer practitioners and researchers a range of new computational techniques and solutions identify emerging issues and outline future research directions while also showing them how to apply the latest large scale high performance computational methods

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Board,Transit Cooperative Research Program,2001 Describes current North American transit practice in information and communication technologies as well as operations implementation and human factor issues Attention is given to information and communication technologies related to planning customer service marketing and training that can improve the travel experience for all persons traveling in a transit environment The focus is on the communication techniques and technologies for persons with sensory and cognitive disabilities

Telemarketing Skills Training Manual Sandra Ambrose,Daniel

Hellmuth,1990 *Educational Tests for Use in Elementary Schools* Charles Watters Odell,University of Illinois (Urbana-Champaign campus). Bureau of Educational Research,Walter Scott Monroe,Marion Eugene Herriott,Thomas Tristam Hamilton,Max Dissette Engelhart,1929 Developmental Disabilities in Infancy and Childhood: Neurodevelopmental diagnosis and treatment Arnold J. Capute,Pasquale J. Accardo,1996 The second edition now in two volumes rather than one contains some 30 new chapters addressing a greatly increased number of topics and range of issues from a variety of disciplines The first volume offers discussion of general issues in the theory assessment and treatment of developmental dis

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