

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 This Month Customer Service

Dale M. Lewison

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Subject Catalog

Whispering the Secrets of Language: An Emotional Journey through **Reading Comprehension This Month Customer Service**

In a digitally-driven world where displays reign supreme and quick interaction drowns out the subtleties of language, the profound strategies and mental subtleties concealed within words usually get unheard. However, located within the pages of **Reading Comprehension This Month Customer Service** a charming literary treasure blinking with fresh emotions, lies an exceptional quest waiting to be undertaken. Penned by an experienced wordsmith, that wonderful opus attracts visitors on an introspective trip, delicately unraveling the veiled truths and profound influence resonating within the fabric of each word. Within the emotional depths with this poignant review, we will embark upon a genuine exploration of the book's primary subjects, dissect their fascinating publishing fashion, and fail to the strong resonance it evokes strong within the recesses of readers' hearts.

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