

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 Tricks Customer Service

DP Hallahan

Reading Comprehension Tricks Customer Service:

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 *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

Practice with Purpose: Standards-Based Comprehension Strategies & Skills Secondary (Binder with Transparencies) , **Practice with Purpose: Standards-Based Comprehension Strategies & Skills Grade 5 (Binder with Transparencies)** , **Practice with Purpose: Standards-Based Comprehension Strategies & Skills Grade 1 (Binder with Transparencies)** , **Resources in Education** ,1991-07

Reading Maxine Burton,2007 Published by NIACE in partnership with the National Research and Development Centre for Adult Literacy and Numeracy NRDC this is one of a series of guides to good practice each in a key area of adult education arising from five Effective Practice Studies carried out by NRDC from 2003 to 2007 The series looks critically at how emerging and published research can inform the development of teaching and learning strategies for adults It is designed to support practitioners working in a variety of settings

English Journal ,1998 **Reading Diagnosis for Teachers** Rebecca Barr,Marilyn W. Sadow,1990 *A Practical Guide to Early Childhood Curriculum* Claudia Fuhriman Eliason,Loa Thomson Jenkins,2008 This applied guide to planning and implementing curriculum across the content areas for children ages 3 to 8 provides students with a depth of background knowledge not usually seen in a text containing practical highlighted strategies unit and lesson plans suggested activities recipes and more Core chapters cover Social studies including diverse people self and family physical activity and nutrition Language development Literacy development Science 3 separate chapters Problem solving and math Music and movement Creativity art and dramatic activities Key changes to this edition include separate chapters on language development and literacy development new tables linking learning activities with specific content area standards streamlined content throughout and new Web sites

Yearbook of the American Reading Forum American Reading Forum. Annual Conference,1982

Teach Them ALL to Read Elaine K. McEwan,2002-05-22 This insightful and practical book offers teachers at all levels the understanding and motivation they need to teach children to read especially those

students who need help the most *120 Content Strategies for English Language Learners* Jodi Reiss,2012 Provides 120 easy to follow strategies that examines different aspects of teaching ELL secondary students from building background knowledge to assessing learning Explores methods of presenting basic information about types of tests demonstrates test taking skills and discusses the use of accommodations Each chapter contains a summary and discussion questions

The

Reading Teacher ,1983 Resources in Education ,1982 **Prentice Hall Realidades Preparation for Advanced Courses Complete Teaching Support 2004c** ,2004-07-15 Pasaa ,1998 *Reading* Joyce S. Choate,Thomas A. Rakes,1989 **Inside the SAT 2006 Edition** Kaplan, Inc,2005-06 In this insider's guide to the SAT each chapter is designed as a separate stand alone unit that includes a mix of strategies tips explanations and practice questions

Learning Strategies in Nursing Marilyn Meltzer,Susan Marcus Palau,1997 This second edition is designed to equip nursing students with the active learning and test taking strategies they need to excel in nursing school It offers students concrete strategies for improving their reading comprehension concentration vocabulary and time management

The Enigmatic Realm of **Reading Comprehension Tricks Customer Service**: Unleashing the Language is Inner Magic

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