

# 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 Compare Customer Service

**Leslie Alexander Hill**

## **Reading Comprehension Compare Customer Service:**

Resources in Education ,1995    Research in Education ,1974    *Essential Skills: Customer Service Vocabulary Building Workbook* Jennifer Wilkins,2011-08-24 This workbook is an important teaching tool for those learning English as a second language and anyone who wants to pursue a career in customer service By building your customer service vocabulary youll be able to develop the vocabulary and vocational skills you need to become successful improve your reading and oral communication skills enhance your thinking and problem solving skills boost your spelling and phonics skills The workbooks ninety two exercises help you build work specific skills and job related vocabulary Master your understanding of almost three hundred words with easy to follow exercises such as reading comprehension applying the meaning filling in the blanks and more Youll also find fun activities such as word searches crosswords and analogies In addition to learning a robust customer service vocabulary youll also apply synonyms and antonyms that will help you in a customer service environment Get your career on the fast track or if you are a teacher find an important resource so your students can learn the skills that matter most with Essential Skills Customer Service Vocabulary Building Workbook

**Ceramic Industry** ,1954    **The Tenth Mental Measurements Yearbook** Buros Center,Jane Close Conoley,1989 Customers who place a standing order for the Tests in Print series or the Mental Measurements Yearbook series will receive a 10% discount on every volume To place your standing order please call 1 800 848 6224 in the U S or 919 966 7449 outside the U S The most widely acclaimed reference series in education and psychology the Mental Measurements Yearbooks are designed to assist professionals in selecting and using standardized tests The series initiated in 1938 provides factual information critical reviews and comprehensive bibliographic references on the construction use and validity of all tests published in English The objectives of the Mental Measurements Yearbooks have remained essentially the same since the publication of the series These objectives include provision to test users of factual information on all known tests published as separates in the English speaking countries of the world candidly critical test reviews written for the MMY series by qualified professional people representing a variety of viewpoints unique publication of each volume in the MMY series with new volumes supplementing rather than supplanting previous series volumes Each yearbook is a unique publication supplementing rather than supplanting the previous volumes

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students review and reinforce essential skills in reading comprehension The series is correlated and aligned to the Common Core State Standards **A Homiletic Encyclopaedia of Illustrations in Theology and Morals** Robert Aitkin

Bertram,1889 **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 **The Spectator** ,1917 **United States Investor** ,1917 **Gas Journal** ,1928 **The Iron Age** ,1903 **Customer Service** Steck-Vaughn Company,1997 **Comparing**

**Reading Comprehension Achievement: Whole Language Versus Direct Instruction** Gabriela Banda,2001

**Customer Service** Elaine K. Harris,2007 Customer Service A Practial Approach was created to meet the growing need for qualified customer service professionals This practical text workbook focuses on the skills and strategies needed to build and maintain customer service excellence **Essential Skills** Jennifer Wilkins,2011-08 This workbook is an important teaching tool for those learning English as a second language and anyone who wants to pursue a career in customer service By building your customer service vocabulary you ll be able to develop the vocabulary and vocational skills you need to become successful improve your reading and oral communication skills enhance your thinking and problem solving skills boost your spelling and phonics skills The workbook s ninety two exercises help you build work specific skills and job related vocabulary Master your understanding of almost three hundred words with easy to follow exercises such as reading comprehension applying the meaning filling in the blanks and more You ll also find fun activities such as word searches crosswords and analogies In addition to learning a robust customer service vocabulary you ll also apply synonyms and antonyms that will help you in a customer service environment Get your career on the fast track or if you are a teacher find an important resource so your students can learn the skills that matter most with Essential Skills Customer Service Vocabulary Building Workbook **Quality Customer Service** William B. Martin,1989 Examines the art of treating customers as guests in four simple steps transmitting a positive attitude identifying and providing for customer needs and cultivating repeat business

**ISE Customer Service Skills for Success** Robert W. Lucas,2018-01-04 Recipient of the 217 Textbook Academic Authors Association s Textbook Excellence Award Customer Service Skills for Success by Robert W Lucas is the top selling customer service textbook in the United States The 7th edition addresses real world customer service issues and provides a variety of updated resources activities examples and tips from the author and active professionals in the industry to gain and hold readers interest while providing insights into the concepts and skills related to customer service The text begins with a macro view of what customer service involves today and provides projections for the future then focuses on specific skills and

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