

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: Waitresses/stresses, 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 occasionally 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. What are ~~few~~ 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

**Marcella H. Nerbovig, Herbert John
Klausmeier**



Reading Comprehension Vs 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 *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 **Resources in Education**, 1991-07 **Disha Comprehensive Guide to SBI Bank PO Preliminary & Main Exams with PYQs 13th Edition | Probationary Officers (POs) and Local Based Officers (LBOs) | 5000+ MCQs | Fully Solved**, The updated and revised 13th edition of the Book Comprehensive guide to SBI Bank PO Probationary Officers and Local Based Officers LBOs Exam is now a more powerful preparatory material with the addition of updated PYQs Practice mcqs This new edition incorporates new chapters variety of questions as per latest SBI PO exams The book covers all the sections of the Preliminary Main PO Exams English Language Quantitative Aptitude Data Analysis Data Interpretation Reasoning Ability Computer Aptitude and Banking knowledge General Awareness and Current Updates The book provides well illustrated theory in 49 chapters with exhaustive fully solved examples for learning This is followed with an exhaustive collection of solved questions in the form of Exercise The book incorporates last 10 years SBI PO Prelim Main Question papers with solutions in the respective chapters A total of 5250 MCQs with 100% explanations to quant Reasoning English sections Study material for Banking economics financial Awareness with Past years Questions Practice Questions is covered in the book Also cover high level questions on latest SBI PO Exam pattern Exceptional Child Education Resources, 1987 Instructor, 1973-02 Study ... of the Bureau of Research in Education University of California. Bureau of Research in Education, 1921 **People of the State of Illinois V. Bernasco**, 1989 *Oregon Administrative Rules Compilation*, 1974 **Communicating with Persons with Disabilities in a Multimodal Transit Environment** Angela S. Iannuzziello, National Research Council (U.S.). Transportation Research

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 Tristram Hamilton, Max Disette 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 disabilities TOEFL CBT Marilyn J. Rymniak, Janet Shanks, 2002 Kaplan s TOEFL CBT exam with CD ROM combines a complete computer based practice test experience with a comprehensive review of all the tested material plus strategies to help you increase your score This powerful combination makes this book a highly effective tool to help you score higher on the TOEFL CBT **Infosystems** , 1983 **How to Prepare for the Scholastic Aptitude Test SAT** Samuel C. Brownstein, Mitchel Weiner, Sharon Green, 1993 The new edition of this test prep manual offers eight model SAT tests with answers and explanations a full length diagnostic test subject reviews covering all pertinent math and verbal skills study tips plus a description of what test takers can expect from the all new SATs premiering in early 94 *Subject Catalog* Library of Congress, *Teaching in the Elementary School* Marcella H. Nerbovig, Herbert John Klausmeier, 1969 **Technical Papers** , 1982

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