

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 Top Customer Service

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skills into the three interpretable categories communication and business specific skills core employability skills and professional skills The results suggest gaps in all three respects for each of the skill categories Employers were least satisfied with the professional skill s of new employees compared to their scores on the importance of these skills Students also scored their own professional skills lower than the importance of these skills in the job market Smaller but similar differences arise for the other skill categories Students generally gave higher nominal scores to the importance of all skills than were given by employers When disaggregated by discipline students in more technical fields engineering computer science and IT which are supposed to possess high level of technical skills claim a shortage of these skills whereas students from economics commerce and business administration indicated they were neither sound in professional skills nor the softer skills Close coordination among all stakeholders through internship programs for students development and timely revision of market oriented curricula and special skill enhancement training programs are recommended steps to enhance productive youth employment in Pakistan

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web sep 6 2023 incorrect material reported when exporting solid object to provided reinforcement module in robot structural analysis software limitation provided

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web this course will introduce the novice user to the autodesk robot structural analysis system and to provide some guidance on the program configuration menu system and