

# 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

**David Welty Lefever, Philip Allan  
Libby, Rufus Bernhard von  
Kleinsmid, Frank Charles Touton**

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

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**The Software Encyclopedia** ,1997     The Prognostic Values of Certain Groupings of the Test Elements of the Thordike Intelligence Examination for High School Graduates David Welty Lefever,Philip Allan Libby,Rufus

Bernhard von Kleinsmid,Frank Charles Touton,1928     Exceptional Child Education Resources ,2002     **The Johns**

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College Accounting John Ellis Price,1998-10     **Effects of Implementing the Learning Together Method on EFL**

Wondwosen Tesfamichael, 2019-06-28 Doctoral Thesis Dissertation from the year 2016 in the subject Pedagogy School Pedagogics course TEFL language English abstract The target of this research was to examine whether or not the effects of implementing the learning together method improved eleventh graders paragraph writing skills in terms of content vocabulary layout grammar and mechanics The research also examined the extent to which the implementation of the learning together method brought about changes on social skills in relation to communication leadership group management and conflict resolution skills The quasiexperimental research was employed and the sample population was taken from two sections of eleventh grade The learning together method was implemented in the experimental group after the students had been made to have awareness about it whereas in the control group the students were taught their lessons through the same method in which the elements and theoretical perspectives of the method were not used Data were collected through tests questionnaire structured nonparticipant observation checklist focus group interview and semi structured interview Dependent t tests were employed to test whether or not there were significant intra group differences in paragraph writing and social skills at 0.05 risk levels whereas independent samples t tests were used to check if there were significant inter group differences in paragraph writing tests and social skills questionnaire at 0.05 alpha levels The analyses of paragraph writing pre test and social skills pre questionnaire of the inter groups showed that both groups had similar backgrounds in writing paragraphs and practicing social skills at the initial stage of this research Nevertheless after the treatments had been given to the experimental research participants the analyses of the data indicated that the experimental group outscored significantly p Resources in Education ,1980 The Journal of Educational Research ,1921

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