

# 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 This Month Customer Service

**J Rink**



## **Reading Comprehension This Month Customer Service:**

*TOEIC Essential Words (with Online Audio)* Lin Lougheed, 2021-05-04 TOEIC Essential Words focuses on 600 words commonly used on the TOEIC Words are taught in 50 vocabulary building lessons that focus on American English as it is used in today's business industry communications and cultural activities This book includes All activities formatted like the actual exam Examples of practical English usage Additional exercises to help expand vocabulary A quiz after every five lessons Online audio to help in pronunciation and listening comprehension Each lesson uses 12 target words with definitions Several uses in different contexts for the words Practice exercises after the lesson New to this edition is a practice TOEIC test based on the actual exam Publisher's Note Products purchased from Third Party sellers are not guaranteed by the publisher for quality authenticity or access to any online entitlements included with the product TOEIC Superpack Lin Lougheed, 2019-07-30 Publisher's Note Products purchased from Third Party sellers are not guaranteed by the publisher for quality authenticity or access to any online entitlements included with the product Barron's TOEIC Superpack provides the most comprehensive preparation available to help you master your English language proficiency This three book set features test like practice exams audio tracks online and essential review to help you prepare for the exam TOEIC Superpack includes Barron's TOEIC with Downloadable Audio Get comprehensive prep with 4 full length model tests plus extensive review and access to audio tracks online Essential Words for the TOEIC Build your vocabulary with 600 words that appear frequently on the TOEIC plus a model test TOEIC Practice Exams with Downloadable Audio Get 6 full length model exams plus access to listening comprehension audio material online Students who purchase the TOEIC Superpack save 30% off the price of items purchased separately Monthly Catalogue, United States Public Documents, 1995-12 *Monthly Catalog of United States Government Publications* United States. Superintendent of Documents, 1995 **Resources in Education**, 1992-04 The Software Encyclopedia, 1997 **Veterinary Forum**, 2004 *Information Industry Directory*, 2009 Comprehensive directory of databases as well as services involved in the production and distribution of information in electronic form There is a detailed subject index and function service classification as well as name keyword and geographical location indexes Subject Catalog Library of Congress, Subject Catalog, 1981 Library of Congress, 1981 *IPMA News*, 1997 Harper's New Monthly Magazine, 1878 **The Complete Learning Disabilities Directory** Grey House Publishing, 1997-08 **InCider**, 1990-07 *El-Hi Textbooks and Serials in Print*, 1996 R R Bowker Publishing, Bowker, 1996-02 *Ann Arbor Telephone Directories*, 2005 **Promoting Reading Comprehension** IRA Cognitive Psychology and Reading Comprehension Committee, 1984 Designed to present a historical account of instructional approaches to the teaching of comprehension as well as insights into effective approaches for the present and the future this collection of papers is divided into three parts concerned respectively with 1 instructional research in reading comprehension 2 the reader and the text and 3 the reader and the teacher Each paper discusses critical issues in comprehension instruction

and recommends strategies for effective teaching The four papers in part one discuss what research reveals about teaching practices propose a framework for conducting research suggest the impact of the social context on instruction and trace the history of teaching and testing reading comprehension The six papers in part two discuss text related issues in reading comprehension instruction including the ways teachers intervene to improve student comprehension the use of text organization to enhance students understanding and text structures found in popular television shows The seven articles in part three examine interactions between teachers and their students and make recommendations for teaching reading comprehension and vocabulary skills MM      **The Lumber Manufacturer and Dealer** ,1924      **The Phonograph**

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