

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?

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CL Gary

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Building a Digital Workforce National Policy Association (U.S.). Digital Economic Opportunity Committee,2001

Strauss and Mayer's Emergency Department Management Robert W. Strauss,Thom A. Mayer,2013-12-11 Offers a real world pragmatic guide designed to help emergency department managers efficiently which handle the many complex issues that arise in this challenging clinical environment This title delivers practical solutions to virtually any problem that may arise in running an emergency department or acute care center **Harper's Weekly** John Bonner,George William Curtis,Henry Mills Alden,Samuel Stillman Conant,Montgomery Schuyler,John Foord,Richard Harding Davis,Carl Schurz,Henry Loomis Nelson,John Kendrick Bangs,George Brinton McClellan Harvey,Norman Hapgood,1909

International Who's who of Professionals Christine M. Lontz,2001 *Engineering ,1881 American Journal of Hospital Pharmacy ,1992* **Dialogue Education at Work** Jane Vella,2004 This volume of case studies is the companion volume to Jane Vella's Learning to Listen Learning to Teach It demonstrates how educators have used Jane Vella's methods in their own work **Daily Bulletin of Orders Affecting the Postal Service ,1978** **Management Information Systems** Effy Oz,2004 The coverage in this edition of Management Information Systems reflects the latest advances in MIS tools and trends A wide selection of hands on practice exercises at the end of every chapter stimulates business problem solving skills and a supporting website provides interactive learning opportunities **Press Summary - Illinois Information Service** Illinois Information Service,1990 **Gospel Herald ,1915** *National Baker ,1916* **National Petroleum News ,1945-07**

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Visualization Skills for Reading Comprehension Janine Toole Phd,2018-10-06 Does your learner need help with reading comprehension Visualization skills are vital for fast and efficient comprehension Visualization Skills for Reading Comprehension builds this key skill quickly and efficiently Visualizing is the ability to create mental pictures in our heads based on the text we read or the words we hear It is one of the key skills required for reading comprehension Students who visualize as they read not only have a richer reading experience but can recall what they have read for longer periods of time Moreover having a strong mental image of a text allows students to more accurately and effectively answer Higher Order Thinking HOT questions such as inferencing prediction etc If your learner struggles with reading comprehension working on visualization skills should be high on your list of priorities Visualization Skills for Reading Comprehension provides step by step activities to quickly build the ability to visualize information while reading Key details of this workbook are Suitable for 1 1 or classroom use Gradually increments difficulty No prep No extra materials required Small chunks Our worksheets are designed for

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