

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 Ideas Customer Service

Ensheng Dong



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Standards-Based Comprehension Strategies and Skills Guide Miriam Myers, 2006-07-26 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

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The Psychology of the Common Branches William Henry Pyle, 1930 **Report of the Secretary for Public Instruction ...** Queensland. Department of Public Instruction, 1909 **The Journal of Educational Method** James Fleming Hoscic, 1924 *Course of Study for the Third and Fourth Grades* Los Angeles City School District, 1924

California Quarterly of Secondary Education ,1928 **Primary Education** ,1927 **Primary Education, Popular Educator** ,1927 **Phonics and Reading 1 for Christian Schools** ,1999 Journal of Educational Method ,1929 The Official Guide to the GRE revised General Test Educational Testing Service, 2010-04-23 The only guide to the GRE that comes straight from the test makers If you're looking for the best most trustworthy guide to the GRE you've found it GRE The Official Guide to the General Test with CD ROM is the one and only GRE guide specially created by ETS the people who actually make the test Only ETS can give you real GRE questions for practice and and tell you the test maker's own strategies for success That's why this guide is your indispensable source for everything you need to know the GRE No other GRE guide gives you Everything you need to know about the GRE straight from the test makers Hundreds of authentic GRE questions so you can study with the real thing Companion CD ROM with a full length GRE practice test **Epsilon Bulletin** ,1928

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