

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 Usa Customer Service

Michael Rajnik



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Monthly Catalogue, United States Public Documents ,1995-12 *Monthly Catalog of United States Government Publications* United States. Superintendent of Documents,1995 **Customer Service Manual** Benjamin I. French,1976
Resources in Education ,1995-04 **International Classification** ,1986 Journal on theory and practice of universal and special classification systems and thesauri **Journal of the Military Service Institution of the United States** ,1889
Probation, Parole, and Community Corrections in the United States Dean Champion,2008 For courses in Introduction to Probation Parole and Community Corrections Filled with the most up to date statistics cases and citations this text offers a comprehensive look at the probation and parole process for both juvenile and adult offenders Known for its extensive coverage it includes discussion of offender needs and risks a variety of supervision programs inmate re entry issues and solutions and theories of crime and rehabilitation Readers are provided with samples of important forms and paperwork while special features highlight international practices and stories from the field **The United States Patents Quarterly** ,1930 Report of cases relating to patents trade marks copyrights decided by Supreme Court of the United States United States Circuit courts of appeals District courts of the United States United States Court of Customs and Patent Appeals Court of Claims of the United States United States Court of Appeals for the District of Columbia Commissioner of Patents and Patent Office Board of Appeals **Macmillan's Magazine** David Masson,George Grove,John Morley,Mowbray Walter Morris,1897 *The Michigan Argonaut* ,1883 *Audiovisual Materials* Library of Congress,1981 *Official Gazette of the United States Patent Office* USA Patent Office,1929 **Education in the Industrial and Fine Arts in the United States** Isaac Edward Clarke,1892 **The Complete Directory for People with Learning Disabilities, 1997** Leslie Mackenzie,1997-10 *Database* ,1993 **Films and Other Materials for Projection** Library of Congress,1975
Official Journal of the Proceedings of the House of Representatives of the State of Louisiana Louisiana. Legislature. House of Representatives,1906 **Cognitive Psychology and Instruction** Roger H. Bruning,Gregory J. Schraw,Royce R. Ronning,1995 Comprehensive discussion of the principles of cognitive psychology and their application to teaching Includes current approaches to problem solving critical thinking and reflective thought and new research
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