

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 Latest Customer Service

Puja Mehta

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businesses Additionally this text provides a step by step process for developing learning objectives and highlights the importance of integrating both learning and design theories in creating successful training programs The Seventh Edition adds new material while enhancing the ease of reading and understanding The end of each relevant chapter needs analysis design development and implementation and evaluation features an example of the process of developing an actual training program Fabrics Inc At the end of each chapter are discussion questions cases and exercises to enhance understanding

The Complete Directory for People with Learning Disabilities, 1997 Leslie Mackenzie,1997-10 **School Publication** Los Angeles City School District,1924 **Adweek** ,1997 Vols for 1981 include four special directory issues **Occupational Outlook** ,1995 **The American School Board Journal** William George Bruce,William Conrad Bruce,1923 **Footnotes** ,1996 **Reading Programs that Work** ,1975 **Thirty-second Annual Report and Accounts** British Library. Board,British Library,2005 The British Library is the UK s national library which provides a range of information and research services to users in academic institutions public libraries industrial and commercial companies in the UK and world wide Its collection includes 150 million items in most known languages with about three million new items incorporated every year including an increasing proportion of digital and electronic materials This is the British Library Board s 32nd annual report and accounts which covers its activities during the year 2004 05 including details of its strategy for 2005 08 and the development of the National Digital Library **Audiovisual Materials** Library of Congress,1981 **Instructor** ,1973-02 **Resources in Vocational Education** ,1981 **Technical Papers** ,1982 **Writing Skills for College Students** Judith F. Olson,1997-12 **Documentation Abstracts** ,1986 **Annual Report and Accounts** British Library,2004

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