

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 Best Customer Service

Leslie Mackenzie

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CliffsTestPrep California High School Exit Exam-English Language Arts Jerry Bobrow,2007-05-04 The

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The Complete Directory for People with Learning Disabilities, 1997 Leslie Mackenzie, 1997-10 **Quality Customer Service** William B. Martin, 1989 Examines the art of treating customers as guests in four simple steps transmitting a positive attitude identifying and providing for customer needs and cultivating repeat business

Journal of Developmental Education, 1998 **Popular Educator**, 1922 *A Project in Student Personnel Service Designed to Facilitate Each Student's Achievement at the Level of His Ability* Lonzo Jones, 1930 **Mill Supplies**, 1911

Teaching Our Children to Read Bill Honig, 1996 Teaching reading isn't an either or situation of phonics versus whole language Rather it's both with the essential added ingredient of skills training Well documented evidence supports this balanced approach and now this new book offers the guidelines you need to make sure all kids become automatic readers Prominent educator Bill Honig explains why just giving students high quality reading matter and encouraging a love for reading isn't enough Students need a comprehensive organized skills development program if they are to read well enough to understand the world around them

Proceedings of the XIVth Triennial Congress of the International Ergonomics Association and 44th Annual Meeting of the Human Factors and Ergonomics Society Human Factors and

Ergonomics Society. Annual meeting, 2000 **Microsoft Office 97** Gini Courter, Annette Marquis, 1997 Microsoft Office 97

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you can apply immediately *Journal of Reading*, 1969 *History*, 1921 *The Publishers Weekly*, 1997 *People Management*, 1999 *Handbook of Special Education: Low incidence conditions* Margaret C. Wang, Maynard C. Reynolds, Herbert J. Walberg, 1987 *How to Prepare for the GRE, Graduate Record Examination* Samuel C. Brownstein, Mitchel Weiner, Sharon Green, 1999 Features a review of the test and six complete aptitude tests

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