

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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Rachel S Tattersall

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The Careers Project Patricia L. De Cos,Julie Chan,Nicolina Mulcahy,2009 The Careers Project is a study of the preparation all students in public middle and high schools receive to explore career options and the relationship between that preparation and California s state and regional economies The California Research Bureau CRB undertook this research at the request of a bipartisan group of members of the California Legislature with funding support from the James Irvine Foundation An economic analysis was conducted of ten industry clusters and a related survey of representatives of business and industry The information gathered from the economic analysis was used as a basis for launching a survey of representatives of business and industry This report provides information resulting from the economic analysis for the following ten industry clusters in California 1 Basic Information Services 2 Manufacturing Value Chain including Logistics Production and Design 3 Health Science and Services 4 Entertainment and Tourism 5 Construction 6 Food Chain including Support Production Processing and Distribution 7 Professional and Technical Services 8 Government 9 Wholesale Trade and 10 Retail Trade Appended are 1 California Map of Nine Economic Regions 2 O Net Job Skills 3 O Net Job Zones and 4 O Net Specific Vocational Preparation

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