

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 Discount Customer Service

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Essential Skills: Customer Service Vocabulary Building Workbook Jennifer Wilkins, 2011-08-24 This workbook is an important teaching tool for those learning English as a second language and anyone who wants to pursue a career in customer service. By building your customer service vocabulary you'll be able to develop the vocabulary and vocational skills you need to become successful, improve your reading and oral communication skills, enhance your thinking and problem solving skills, boost your spelling and phonics skills. The workbook's ninety-two exercises help you build work-specific skills and job-related vocabulary. Master your understanding of almost three hundred words with easy-to-follow exercises such as reading comprehension, applying the meaning, filling in the blanks, and more. You'll also find fun activities such as word searches, crosswords, and analogies. In addition to learning a robust customer service vocabulary, you'll also apply synonyms and antonyms that will help you in a customer service environment. Get your career on the fast track or if you are a teacher, find an important resource so your students can learn the skills that matter most with *Essential Skills: Customer Service Vocabulary Building Workbook*. *Reading Comprehension, Grade 3*, 2015-03-16 Reading Comprehension for grade 3 is designed to aid in the review and practice of reading comprehension skills. Grade 3 covers standards such as main topic and key details, identifying an author's purpose, summarizing, inferring, and vocabulary practice. The book includes engaging nonfiction and fiction passages and stories to appeal to all readers. The 100 Series Reading Comprehension books span grades 1 to 8. The activities in each book reinforce essential reading comprehension skills by providing practice with sequencing, main idea, predicting, and inferring, as well as story elements, character, plot, and setting. The books include engaging, grade-appropriate fiction and nonfiction passages and stories. Each book has 128 pages and 100 pages or more of reproducible content to help students review and reinforce essential skills in reading comprehension. The series is correlated and aligned to the Common Core State Standards. *Building Reading Comprehension, Grades 3 - 4* Jillayne Prince Wallaker, 2000-01-01 A top-selling teacher resource line, The 100 Series™ features over 100 reproducible activities in each book. We read every day, books, poems, assignments, lists, signs, directions, recipes, letters, and more. To face a world of print, students must read critically and for meaning. A variety of formats in this book offer the practice students need to build important reading skills. Drawing conclusions, identifying the main idea, examining the writer's purpose, mapping story elements, building vocabulary, and determining fact or opinion are among the many reading skills covered. *Fundamentals of Automotive Technology* Vangelder, 2017-02-24 Revised edition of *Fundamentals of automotive maintenance and light repair*. Kirk T VanGelder, 2015 **Resources in Education**, 1991-07 *Comprehension and Critical Thinking Grade 4* Lisa Greathouse, 2007-10-23 Build Grade 4 students' comprehension and critical thinking skills and prepare them for standardized tests with high-interest informational text from TIME For Kids. **Workplace Essential Skills**, 2000 **Bamford's Passages in the Life of a Radical** Samuel Bamford, 1893 *College Student Journal*, 1982 *King's College Lectures on*

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