

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 Guide Customer Service

KJ Lindholm-Leary



Reading Comprehension Guide Customer Service:

Standards-Based Comprehension Strategies and Skills Guide Miriam Myers, 2006-07-26 This series ensures that students learn necessary reading skills by offering a variety of texts combined with targeted lessons to practice and reinforce comprehension and fluency The fiction and nonfiction passages prepare students for the type of reading found on most standardized tests

Standards-Based Comprehension Strategies and Skills Guide Christine Dugan, 2006-06-16 This series ensures that students learn necessary reading skills by offering a variety of texts combined with targeted lessons to practice and reinforce comprehension and fluency The fiction and nonfiction passages prepare students for the type of reading found on most standardized tests

Practice with Purpose: Standards-Based Comprehension Strategies & Skills Grade 1 (Binder with Transparencies) , *Resources in Education* , 1998

The Pearson Complete Guide to the SAT Nicholas Henderson, 2012

Practice with Purpose: Standards-Based Comprehension Strategies & Skills Grade 5 (Binder with Transparencies) , *Practice with Purpose: Standards-Based Comprehension Strategies & Skills Secondary (Binder with Transparencies)* , *101 Tips to Ace Your Promotional Exam* Steve Prziborowski, 2021-01-13 Chief Steve Prziborowski reveals more than 101 tips for getting promoted and becoming a vital asset to your fire department family and community From soft skills to hard truths this book covers what you need to move up the ranks the right way FEATURING Sound advice for personal growth and personal improvement for any firefighter of any rank who wishes to advance Insights tricks and tips for avoiding the pitfalls while preparing for a comprehensive promotional testing process Bonus Guidance from 37 professional knowledgeable fire service veterans What others are saying Just like firefighting getting promoted and moving up isn't something you can succeed in alone it takes a team Steve has assembled a whole bunch of good fire service veterans who own their very personal experiences bumps and bruises along with their successes to help you figure this out Sit back and prepare to soak up decades of advice based on experience so you can start the climb up Deputy Chief Billy Goldfeder Proudly bumped and bruised since 1973 After years of teaching thousands of aspiring fire rescue officers Steve Prziborowski has documented his highly successful training information You need this book if you are looking to get the edge up on the competition and demonstrate to the hiring authority that you are ready for the job If you are serious about being a successful fire rescue officer at any rank do yourself a favor and add this text to your personal library today Fire Chief Dennis L Rubin Committing to taking a promotional exam requires a Herculean effort a never looking back attitude and a willingness to give up your life as you know it until the exam is over The book is an invaluable resource to guide your journey Study hard and then study harder Good luck Deputy Chief Ret Anthony Avillo North Hudson Regional NJ Fire and Rescue

Writing Strategies for Science Stephanie Macceca, 2007-01-15 Help budding scientists get it write with this treasure trove of ready to implement strategies to help learners write and understand science content This resource brings it all together in one easy to use format featuring an overview of the writing process practical and detailed strategies to improve writing skills and

activities with classroom examples by grade ranges Specific suggestions are included with every strategy to help differentiate instruction for various levels of learners and learning styles Includes a Teacher Resource CD of activity reproducibles and graphic organizers 2 **Writing Strategies for Social Studies** Sarah Kartchner Clark,2007-01-15 An AEP Award winner this resource provides detailed strategies and activities with classroom examples across multiple grade ranges Learn practical standards based strategies to help students understand Social Studies content Specific suggestions for differentiating instruction for English language learners gifted students and below grade level students are included with every strategy Includes a Teacher Resource CD of customizable graphic organizers and other student activities This resource is correlated to the Common Core State Standards and is aligned to the interdisciplinary themes from the Partnership for 21st Century Skills 208 pages CD **Reading Comprehension Strategies** Danielle S. McNamara,2007 First Published in 2007 Routledge is an imprint of Taylor Francis an informa company *Language and Accent Neutralization Assessment Training Program: Call Center Entry Examination* Val Dorado, [Writing Strategies for Mathematics](#) Trisha Brummer,Sarah Kartchner Clark,2008 Help learners in grades 1 8 get it write with practical strategies to help them write and understand mathematics content This resource is designed in an easy to use format providing detailed strategies graphic organizers and activities with classroom examples by grade ranges Specific suggestions for differentiating instruction are included with every strategy for various levels of readers and learning styles This resource is correlated to the Common Core State Standards and is aligned to the interdisciplinary themes from the Partnership for 21st Century Skills 208pp plus Teacher Resource CD [Mastering Deep Learning: From Basics to Advanced Techniques](#) Dr.M.Kasthuri,Mrs.K.Kalaiselvi,2024-07-10 Dr M Kasthuri Associate Professor Department of Computer Science Bishop Heber College Tiruchirappalli Tamil Nadu India Mrs K Kalaiselvi Guest Lecturer Department of Computer Science Thanthai Periyar Government Arts and Science College Tiruchirappalli Tamil Nadu India *Reading Strategies for Social Studies* Stephanie Macceca,2007-01-15 Discover key reading strategies for social studies texts and passages Helps prepare children social studies testing *Monthly Catalogue, United States Public Documents* ,1995 *Monthly Catalog of United States Government Publications* ,1995 *Monthly Catalog of United States Government Publications* United States. Superintendent of Documents,1995 February issue includes Appendix entitled Directory of United States Government periodicals and subscription publications September issue includes List of depository libraries June and December issues include semiannual index *Writing Strategies for Mathematics (Reading and Writing Strategies)* Trisha Brummer,2008-03-31 Help learners in grades 1 8 get it write with practical strategies to help them write and understand mathematics content This resource is designed in an easy to use format providing detailed strategies graphic organizers and activities with classroom examples by grade ranges Specific suggestions for differentiating instruction are included with every strategy for various levels of readers and learning styles This resource is correlated to the Common Core State Standards and is aligned to the interdisciplinary themes from the Partnership for

21st Century Skills 208pp plus Teacher Resource CD **Increasing Fluency with High Frequency Word Phrases Grade 3** Rasinski, Timothy, 2017-03-01 Practice makes perfect Build students oral reading skills with these engaging lessons Increasing Fluency with High Frequency Word Phrases offers 20 creative lessons that analyze high frequency practice to gain word recognition expression and fluency with comprehension questions to evaluate mastery A fluency rubric and reference list of oral reading strategies are included to support learning success Based on Dr Timothy s expert fluency research and Dr Edward Fry s Instant Words this resource is aligned with college and career readiness standards and provides an important reading foundation An Audio CD with oral readings of phrases and reading selections is included

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