

Customer Service

Career Exploration

What is customer service?



Customer service is delivering proactive* and immediate support to customers anytime in the convenience 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, 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 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 **two** 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 Review Customer Service

Robert R. Redfield



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Report of the Nationwide Language Conference "Language Status in the FSM."
,2001 Communicating with Persons with Disabilities in a Multimodal Transit Environment Angela S. Iannuzziello,National Research Council (U.S.). Transportation Research Board,Transit Cooperative Research Program,2001 Describes current North American transit practice in information and communication technologies as well as operations implementation and human factor issues Attention is given to information and communication technologies related to planning customer service marketing and training that can improve the travel experience for all persons traveling in a transit environment The focus is on the communication techniques and technologies for persons with sensory and cognitive disabilities 120 Content Strategies for English Language Learners Jodi Reiss,2012 Provides 120 easy to follow strategies that examines different aspects of teaching ELL secondary students from building background knowledge to assessing learning Explores methods of presenting basic information about types of tests demonstrates test taking skills and discusses the use of accommodations Each chapter contains a summary and discussion questions

Social Studies Tests and Reviews Oscar Krisen Buros,1975 Social Science Tests and Reviews consisting of the social science sections of the first seven MMYs and Tests in Print II includes 166 original test reviews written by 72 specialists five excerpted test reviews 71 references on the construction use and validity of specific tests a bibliography on in print social science tests references for specific tests cumulative name indexes for specific tests with references a publishers directory title index name index and a scanning index The 85 tests covered fall into the following categories 22 general 5 contemporary affairs 10 economics 7 geography 24 history 13 political science and 4 sociology

Reading Problems Wayne Otto,Nathaniel A. Peters,Charles W. Peters,1977 **McGraw-Hill's GMAT, 2014 Edition** James Hasik,2013-04-26 WE WANT TO HELP YOU SUCCEED ON THE GMAT We ve put all of our proven expertise into McGraw Hill s GMAT to make sure you re ready for this difficult exam With this book you ll get essential skill building techniques and strategies developed by a team of renowned test prep tutors Their innovative teaching methods and expert coaching will help you master every question type You ll also get vital access to practice problems 10 full length practice tests free coaching videos online and all the facts about the current exam With McGraw Hill s GMAT we ll guide you step by step through your preparation program and give you the tools you need to succeed Features include 10 full length practice GMATs 4 in the book 4 on CD ROM and 2 complete interactive practice tests online at MHPracticePlus.com New free interactive Test Planner app available for download see inside front cover for details Coaching videos

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