

# 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 Review Customer Service

**Clifford Lane**



## **Reading Comprehension Review Customer Service:**

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**Learning Library Reading, Spelling, and Grammar** Kathy Wolf, 2002 This full color workbook is designed to help build your child's phonics reading and spelling skills In addition to pages of practice you'll find easy instructions ready reference pages with word lists literature selections answer keys and Parent Pages to make the learning quick easy and fun for both you and your child The Parent Pages provide descriptions of the skills your child is expected to know in first grade The At Home activities provide easy to implement ideas to extend the learning fun For your convenience pull out answer keys are provided at the back of the book

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

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Reading Problems Wayne Otto, Nathaniel A. Peters, Charles W. Peters, 1977

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