

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 This Month Customer Service

Sabine Zange



Reading Comprehension This Month Customer Service:

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 *Monthly Catalogue, United States Public Documents*, 1995-12 *Cognitive Computing - ICCC 2023* Xiuqin Pan, Ting Jin, Liang-Jie Zhang, 2024-01-03 This book constitutes the refereed proceedings of the 7th International Conference on Cognitive Computing ICCC 2023 held in Shenzhen China during December 17 18 2023 The 9 full papers in this book were carefully reviewed and selected from 14 submissions They are organized in topical sections as follows Cognitive Computing Technologies and Infrastructure Cognitive Computing Applications Sensing Intelligence Cognitive Analysis Mobile Services Cognitive Computing on Smart Home and Cognitive Computing on Smart City **Workplace Essential Skills**, 2000 **Comprehension and Critical Thinking Grade 4** Greathouse, Lisa, 2017-03-01 Build Grade 4 students comprehension and critical thinking skills and prepare them for standardized tests with high interest nonfiction articles from TIME For Kids This easy to implement resource includes accompanying document based questions that focus on key strategies for breaking down informational text to help students build cross curricular reading skills A document based assessment sheet is also provided for each passage so students can investigate the text in even deeper and more meaningful ways This resource is aligned to state and national standards and supports the development of college and career readiness skills 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 **Comprehension and Critical Thinking Grade 3** Lisa Greathouse, 2007-10-23 Build Grade 3 students comprehension and critical thinking skills and prepare them for standardized tests with high interest informational text from TIME For Kids *Biliteracy and Globalization* Vinita Vaish, 2008 This book analyzes how the urban disadvantaged in the city of New Delhi learn English Using qualitative methods the author discusses the pedagogy texts and contexts in which biliteracy occurs and links English language teaching and learning in India with the broader social and economic processes of globalization in a developing country The study is situated in a government school a site where classrooms have rarely been qualitatively described and where the Three Language Formula TLF is being fundamentally transformed due to increasing demand from the community for earlier access to the linguistic capital of English Through research conducted in a call centre the author also shows what the requirements of new workplaces are and how government schools are trying to meet this demand Monthly Catalog of United States Government Publications, 1995 **TOEIC Essential Words (with Online Audio)** Lin Lougheed, 2021-05-04 TOEIC Essential Words focuses on 600 words commonly used on the TOEIC Words are taught in 50 vocabulary building lessons that focus on American English as it is used in today's business industry communications and cultural activities This book includes All activities formatted like the

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The Top Books of the Year Reading Comprehension This Month Customer Service The year 2023 has witnessed a noteworthy surge in literary brilliance, with numerous captivating novels enthralling the hearts of readers worldwide. Lets delve into the realm of top-selling books, exploring the captivating narratives that have charmed audiences this year. The Must-Read :

Colleen Hoover's "It Ends with Us" This poignant tale of love, loss, and resilience has captivated readers with its raw and emotional exploration of domestic abuse. Hoover expertly weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can succeed.

Reading Comprehension This Month Customer Service : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This spellbinding historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids absorbing storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery.

Reading Comprehension This Month Customer Service : Delia Owens "Where the Crawdads Sing" This mesmerizing coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens spins a tale of resilience, survival, and the transformative power of nature, captivating readers with its evocative prose and mesmerizing setting. These top-selling novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of engaging stories waiting to be discovered.

The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a masterful and gripping novel that will keep you guessing until the very end. The novel is a warning tale about the dangers of obsession and the power of evil.

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