

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

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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

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Essential Skills: A General Office Vocabulary-Building Workbook Jennifer Wilkins, 2013-03-12 Improve your vocabulary skills for the office and daily life with an easy to follow workbook that teaches you the facts you need to know to complete office tasks Jennifer Wilkins who helps adult learners achieve academic and vocational success as the owner of Pathways Educational Services an adult learning centre provides lessons exercises and strategies to help you further your career as an office professional The workbook includes twelve modules and three review sections The exercises introduce 365 words that are related to general office work Each module begins with a list of words and their definitions to help complete the exercises that follow and there are 142 exercises to complete Whether you're seeking help with a secondary school business an English as a Second Language program or other training geared toward essential skills development this workbook can help you Get the tools you need to develop vocabulary and vocational skills improve reading and oral communication skills enhance problem solving skills and boost spelling and phonics skills Success is right around the corner and getting there can be quick when you use Essential Skills A General Office Vocabulary Building Workbook IRS Budget and Its Impact on Tax Systems Modernization and Miscellaneous TSM Matters United States. Congress. House. Committee on Government Operations. Commerce, Consumer, and Monetary Affairs Subcommittee, 1994 Distributed to some depository libraries in microfiche

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 - Chapter 4: Reading Comprehension This Month Customer Service in Specific Contexts
 - Chapter 5: Conclusion
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 4. In chapter 3, the author will examine the practical applications of Reading Comprehension This Month Customer Service in daily life. The third chapter will showcase real-world examples of how Reading Comprehension This Month Customer Service can be effectively utilized in everyday scenarios.
 5. In chapter 4, this book will scrutinize the relevance of Reading Comprehension This Month Customer Service in specific contexts. The fourth chapter will explore how Reading Comprehension This Month Customer Service is applied in specialized fields, such as education, business, and technology.
 6. In chapter 5, this book will draw a conclusion about Reading Comprehension This Month Customer Service. The final chapter will summarize the key points that have been discussed throughout the book.
- The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. It is highly recommended for anyone seeking to gain a comprehensive understanding of Reading Comprehension This Month Customer Service.

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