

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 Discount Customer Service

H Kauffman



Reading Comprehension Discount Customer Service:

Resources in Education ,1991-07 **Subject Catalog** Library of Congress, **Educational Tests for Use in Elementary Schools** Charles Watters Odell,University of Illinois (Urbana-Champaign campus). Bureau of Educational Research,Walter Scott Monroe,Marion Eugene Herriott,Thomas Tristram Hamilton,Max Dissette Engelhart,1929

Variations in Reading Comprehension Mary Ellen Rockett Hauck,1985 **Infosystems** ,1983 Essential Skills: Customer Service Vocabulary Building Workbook Jennifer Wilkins,2011-08-24 This workbook is an important teaching tool for those learning English as a second language and anyone who wants to pursue a career in customer service By building your customer service vocabulary youll be able to develop the vocabulary and vocational skills you need to become successful improve your reading and oral communication skills enhance your thinking and problem solving skills boost your spelling and phonics skills The workbooks ninety two exercises help you build work specific skills and job related vocabulary Master your understanding of almost three hundred words with easy to follow exercises such as reading comprehension applying the meaning filling in the blanks and more Youll also find fun activities such as word searches crosswords and analogies In addition to learning a robust customer service vocabulary youll also apply synonyms and antonyms that will help you in a customer service environment Get your career on the fast track or if you are a teacher find an important resource so your students can learn the skills that matter most with Essential Skills Customer Service Vocabulary Building Workbook

Legislative Journal Pennsylvania. General Assembly,1919 **The Role of Recognition Speed in Reading Comprehension** Susan Jean Riley,1982 *Perl CGI Programming* Erik Strom,1997 Experienced HTML authors Webmaster and Intranet programmers will find this book one of the fastest ways to learn CGI programming Topics include catalog search engine order forms database referencing and user feedback scripts Real world examples emphasize creating forms and user driven interactive Web sites **Phi Delta Kappan** ,1924 *Motivating Reading Comprehension* Allan Wigfield,2004-05-20 Concept Oriented Reading Instruction CORI is a unique classroom tested model of reading instruction that breaks new ground by explicitly showing how content knowledge reading strategies and motivational support all merge in successful reading instruction A theoretical perspective engagement in reading frames the book and provides a backdrop for its linkage between hands on science activities and reading comprehension Currently funded by the Interagency Educational Research Initiative IERI this model has been extensively class tested and is receiving national attention that includes being featured on a PBS special on the teaching of reading Key features of this outstanding new volume include Theoretical Focus CORI s teaching framework revolves around the engagement perspective of reading how engaged reading develops and the classroom contexts and motivational supports that promote it Content Area Focus Although science is the content area around which CORI has been developed its basic framework is applicable to other content areas Focus on Strategy Instruction CORI revolves around a specific set of reading strategies that the National Reading Panel 2000 found to be

effective In some current CORI classrooms collaborating teachers implement all aspects of CORI and in other classrooms teachers implement just the strategy instruction component Illustrative Vignettes and Cases Throughout the book vignettes and mini case studies convey a situated view of instructional practices for reading comprehension and engagement A detailed case study of one teacher and of the reading progress of her students is featured in one chapter This book is appropriate for graduate and advanced undergraduate students in education and psychology for practicing teachers and for researchers in reading comprehension and motivation **Business, the Magazine for Office, Store and Factory** ,1901

Votes and Proceedings New York (State). Legislature. Senate,1915 Includes special sessions *Forthcoming Books*
Rose Army,1997 *The Spectator* ,2003 Consumer Finance News ,1922 **Publishers' Weekly** ,1877 **Molecular Biology of the Cell** ,2003 *Nursery Manager* ,1992 **International Who's who of Professionals** Christine M. Lontz,2001

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