

# 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 This Week Customer Service

**Xiaolong Qi**



**Reading Comprehension This Week Customer Service:**

## Adopting the Melody of Appearance: An Psychological Symphony within **Reading Comprehension This Week Customer Service**

In some sort of taken by monitors and the ceaseless chatter of quick connection, the melodic splendor and mental symphony created by the written word usually disappear in to the back ground, eclipsed by the constant noise and distractions that permeate our lives. But, set within the pages of **Reading Comprehension This Week Customer Service** a wonderful literary value overflowing with natural feelings, lies an immersive symphony waiting to be embraced. Crafted by an outstanding composer of language, that charming masterpiece conducts visitors on an emotional trip, well unraveling the concealed melodies and profound impact resonating within each carefully crafted phrase. Within the depths of this moving analysis, we can discover the book is key harmonies, analyze its enthralling publishing type, and surrender ourselves to the profound resonance that echoes in the depths of readers souls.

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