

# 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 Update Customer Service

**Len Scrogan**



## **Reading Comprehension Update Customer Service:**

**Natural Language Processing and Chinese Computing** Wei Lu, Shujian Huang, Yu Hong, Xiabing Zhou, 2022-09-23

This two volume set of LNAI 13551 and 13552 constitutes the refereed proceedings of the 11th CCF Conference on Natural Language Processing and Chinese Computing NLPCC 2022 held in Guilin China in September 2022 The 62 full papers 21 poster papers and 27 workshop papers presented were carefully reviewed and selected from 327 submissions They are organized in the following areas Fundamentals of NLP Machine Translation and Multilinguality Machine Learning for NLP Information Extraction and Knowledge Graph Summarization and Generation Question Answering Dialogue Systems Social Media and Sentiment Analysis NLP Applications and Text Mining and Multimodality and Explainability **Artificial**

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*Knowledge Science, Engineering and Management* Han Qiu, Cheng Zhang, Zongming Fei, Meikang Qiu, Sun-Yuan Kung, 2021-08-07 This three volume set constitutes the refereed proceedings of the 14th International Conference on Knowledge Science Engineering and Management KSEM 2021 held in Tokyo Japan in August 2021 The 164 revised full papers were carefully reviewed and selected from 492 submissions The contributions are organized in the following topical

sections knowledge science with learning and AI knowledge engineering research and applications knowledge management with optimization and security *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 *Natural Language Processing and Chinese Computing* Min Zhang, Vincent Ng, Dongyan Zhao, Sujian Li, Hongying Zan, 2018-08-13 This two volume set of LNAI 11108 and LNAI 11109 constitutes the refereed proceedings of the 7th CCF Conference on Natural Language Processing and Chinese Computing NLPCC 2018 held in Hohhot China in August 2018 The 55 full papers and 31 short papers presented were carefully reviewed and selected from 308 submissions The papers of the first volume are organized in the following topics conversational Bot QA IR knowledge graph IE machine learning for NLP machine translation and NLP applications The papers of the second volume are organized as follows NLP for social network NLP fundamentals text mining and short papers **Essentials of Dyslexia Assessment and Intervention** Nancy Mather, Barbara J. Wendling, 2024-02-06 Expert guidance on the features of dyslexia and the most effective treatment options *Essentials of Dyslexia Assessment and Intervention* allows psychologists graduate students reading specialists and others to quickly acquire the knowledge and skills needed to treat individuals struggling with dyslexia This book provides step by step guidance on accurately identifying assessing and using evidence based interventions with individuals with dyslexia Addressing the components that need to be considered in the assessment of dyslexia both cognitive and academic this book includes descriptions of the various tests used in a comprehensive dyslexia assessment along with detailed evidence based interventions that professionals and parents can use to help individuals struggling with dyslexia A part of the trusted *Essentials of Psychological Assessment* series this book features concise chapters designed to facilitate retention of key concepts with callout boxes bullet points and extensive illustrations Additionally the chapters contain questions to test your knowledge and reinforce what you have learned This updated second edition covers essential topics for today's professionals including genetic factors reading instruction technology and dyslexia in schools Gain an understanding of the neurological and genetic causes and risk factors of dyslexia Assess reading fluency phonological awareness and other markers of dyslexia Discover the latest interventions for improving reading and spelling in individuals with dyslexia Learn to pick up on cues that help with early identification and treatment of dyslexia Providing an in depth look at dyslexia this straightforward book presents information that will prepare school psychologists neuropsychologists educational diagnosticians special education teachers as well as general education teachers to recognize assess and provide effective treatment programs for dyslexia The book is also a good resource for parents who are helping a child with dyslexia **The**

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