

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 Tips Customer Service

**Mary Kay Houston,Elane M.
Nuehring,Elisabeth R. Daguio**

Reading Comprehension Tips Customer Service:

Standards-Based Comprehension Strategies and Skills Guide Miriam Myers,2006-03-13 This series ensures that students learn necessary reading skills by offering a variety of texts combined with targeted lessons to practice and reinforce comprehension and fluency The fiction and nonfiction passages prepare students for the type of reading found on most standardized tests **Resources in Education** ,1998 **Practice with Purpose: Standards-Based Comprehension**

Strategies & Skills Grade 5 (Binder with Transparencies) , Customer Service Manual Benjamin I. French,1976

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Resources in Education ,1982 Complete Learning Disabilities Directory 2010 Laura Mars-Proietti,Richard Gottlieb,2009 This is the most comprehensive directory of Programs Services Curriculum Materials Professional Meetings Resources Camps Newsletters and Support Groups for teachers students and families concerned with learning disabilities This edition is distinguished by its recognition by the National Center for Learning Disabilities as well as a Glossary of Terms This information packed directory includes information about Associations Organizations Schools Colleges Testing Materials Government Agencies Legal Resources and much more For quick easy access to information this directory contains three indexes Entry Name Index Subject Index and Geographic Index With every passing year the field of learning disabilities attracts more attention and the network of caring committed and knowledgeable professionals grows every day This directory is an invaluable research tool for these parents students and professionals **Tools for Learning** ,1990

Therapeutic Interventions in Alzheimer's Disease Joan K. Glickstein,1997 Provides professionals working with dementia clients particularly those who are working one on one with dementia clients and their caregivers with therapy material that can be used in the development of individualized programs A general overview discusses terminology diagnostic

determination and work ups management strategies and theories of di The second edition of this text continues to provide professionals and caregivers with an arsenal of therapeutic activities they can use to mitigate the loss of function in people with Alzheimer s disease and it shows how they can get reimbursed for their services This book presents a systematic programme of memory training for patients who are suffering from progressive memory loss It focuses on reinforcing simple skills of daily living as well as training alternative strategies when previous habits have been eroded by the dementia This new edition updates the clinical information on Alzheimer s disease based on the most current research and adds information on alternate therapeutic settings such as adult day care centres special units and special living facilities

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