

# 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 Month Customer Service

**David Kirk**



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web standards in the rubber and carbon black industrie 1 3 this test method is not applicable to the testing of f 1957 test method for composite foam coated fabrics durometer hardness 1 4 the values stated in si units are to be regarded as 2 2 iso standard 3

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web summary of test method 3 1 this test method permits hardness measurements based on either initial indentation or indentation after a specified period of time or both durometers with maximum reading indicators used to determine maximum hardness values of a material may yield lower hardness when the maximum indicator is used

**astm d2240 testing rubber hardness testing smithers** - Feb 13 2023

web the astm d2240 test method is used to evaluate the hardness of the following types of rubber materials thermoplastic elastomers vulcanized rubber elastomeric materials and some types of plastics this test method is not used

**astm d2240 standard test method for rubber** - Aug 07 2022

web scope 1 1 this test method describes eight types of rubber hardness measurement devices known as durometers types a b c d do o oo and m the procedure for determining indentation hardness of substances classified as thermoplastic elastomers vulcanized thermoset rubber elastomeric materials cellular materials and some