

# 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 Ideas Customer Service

**E Durkheim**



**Reading Comprehension Ideas Customer Service:**

## Whispering the Secrets of Language: An Psychological Quest through **Reading Comprehension Ideas Customer Service**

In a digitally-driven world wherever displays reign supreme and quick conversation drowns out the subtleties of language, the profound secrets and psychological subtleties hidden within phrases usually move unheard. Yet, set within the pages of **Reading Comprehension Ideas Customer Service** a charming literary treasure pulsing with raw emotions, lies an extraordinary journey waiting to be undertaken. Composed by a skilled wordsmith, that charming opus invites readers on an introspective journey, delicately unraveling the veiled truths and profound impact resonating within the cloth of every word. Within the mental depths of the moving evaluation, we can embark upon a genuine exploration of the book is core subjects, dissect their captivating writing fashion, and yield to the strong resonance it evokes strong within the recesses of readers hearts.

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web zake za fasihi hasa za hivi karibuni ambazo ni za majaribio madhumuni makuu ya makala hii ni kuona ni misingi gani na nguvu zipi za kijamii zinazoibusha na zinazoendelea kuainisha nadharia na falsafa za mikururo mbalimbali ya fasihi na za ubunaji wa kazi za fasihi mhakiki adili mitazamo mbalimbali kuhusu mhakiki adili imejitokeza katika nyakati

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web mar 1 2020 nadharia nyingi zimewekwa ili kuhakiki kazi hizi za fasihi kwanza dhana hii ya nadharia imetolewa maelezo na wasomi mbalimbali kama vile j s mdee na wenzake 2011 wanaeleza kwamba nadharia ni mpango wa mawazo uliotungwa ili kuelekeza jinsi ya kufanya au kutekeleza jambo fulani

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web nadharia ya fasihi linganishi na matumizi yake lakini mazingira hayo yakienda sambamba na lugha ya kiingereza ambayo imekitwa katika taaluma nyingi za nasaba yake vi kutambua nadharia na mbinu za fasihi linganishi zinazolengwa na uhusishwaji wa utafiti na uchambuzi wake kwa lengo la kutolea ushahidi