

# 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 Compare Customer Service

**S Marginson**



**Reading Comprehension Compare Customer Service:**

## Unveiling the Power of Verbal Beauty: An Psychological Sojourn through **Reading Comprehension Compare Customer Service**

In some sort of inundated with screens and the cacophony of instantaneous communication, the profound energy and psychological resonance of verbal beauty often fade in to obscurity, eclipsed by the continuous assault of sound and distractions. However, nestled within the musical pages of **Reading Comprehension Compare Customer Service**, a captivating perform of fictional elegance that impulses with raw feelings, lies an remarkable trip waiting to be embarked upon. Published by a virtuoso wordsmith, that mesmerizing opus books viewers on a mental odyssey, delicately revealing the latent possible and profound impact stuck within the complex web of language. Within the heart-wrenching expanse of this evocative analysis, we can embark upon an introspective exploration of the book is key styles, dissect its captivating publishing model, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

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