

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 How To Customer Service

Lei Huang



Reading Comprehension How To Customer Service:

Whispering the Techniques of Language: An Mental Journey through **Reading Comprehension How To Customer Service**

In a digitally-driven world wherever displays reign supreme and instant communication drowns out the subtleties of language, the profound secrets and emotional nuances concealed within phrases usually go unheard. Yet, situated within the pages of **Reading Comprehension How To Customer Service** a charming literary value blinking with raw thoughts, lies a fantastic journey waiting to be undertaken. Published by an experienced wordsmith, that charming opus invites visitors on an introspective trip, gently unraveling the veiled truths and profound affect resonating within the very material of each word. Within the emotional depths of this touching evaluation, we will embark upon a heartfelt exploration of the book is key themes, dissect their charming writing fashion, and yield to the powerful resonance it evokes serious within the recesses of readers hearts.

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