

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 Latest Customer Service

Lingjun Ying



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consider perspectives relevant to small businesses Additionally this text provides a step by step process for developing learning objectives and highlights the importance of integrating both learning and design theories in creating successful training programs The Seventh Edition adds new material while enhancing the ease of reading and understanding The end of each relevant chapter needs analysis design development and implementation and evaluation features an example of the process of developing an actual training program Fabrics Inc At the end of each chapter are discussion questions cases and exercises to enhance understanding

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Footnotes ,1996 **Adult Basic Skills** Albert Tuijnman,Irwin S. Kirsch,Daniel A. Wagner,1997 This book offers new perspectives on the understanding of adult basic skills and literacy It identifies the critical information needs in this area and suggests ways of closing the information gap through case studies and large scale surveys The chapters give an overview of

the different research and policy traditions in literacy and address key technical issues in measurement and assessment The implications and options for policy intervention are considered in light of changing conceptions of theory and measurement

Reading Comprehension Instruction, 1783-1987 H. Alan Robinson,1989 This book examines the methods materials outcomes and technologies of past literacy practice with special focus on the teaching of reading comprehension The book presents a study of published texts on reading comprehension instruction in America in the preresearch period 1783 1910 as well as published research reports from 1910 through 1987 The book argues that many of the trends in comprehension instruction can be traced to developments in American psychology and looks at future directions for both the practitioner and the researcher A review of all the studies focused on reading comprehension instruction discussed in the book and an alphabetical listing by author of each study are included in the appendixes KEH **Reading Programs that Work** ,1975

Bulletin University of Minnesota,1927 **Audiovisual Materials** Library of Congress,1981 *Library Hotline* ,2008

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