

Customer Service

Career Exploration

What is customer service?



Customer service is delivering proactive* and immediate support to customers anytime in the correspondence 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/stresses, 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 with 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 ~~few~~ 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 Guide Customer Service

Y Pai



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Standards-Based Comprehension Strategies and Skills Guide Miriam Myers,2006-07-13 This series ensures that students learn necessary reading skills by offering a variety of texts combined with targeted lessons to practice and reinforce comprehension and fluency The fiction and nonfiction passages prepare students for the type of reading found on most standardized tests Standards-Based Comprehension Strategies and Skills Guide Christine Dugan,2006-07-18 This series

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Peterson's Guide to Graduate Programs in Business, Education, Health, and Law ,1994 Directory of institutions offering graduate study in business education health and law Specific program descriptions are given Miscellaneous appendixes

Indexes of descriptions announcements directories and subject areas Quick Guide to Career Training in Two Years Or Less Laurence Shatkin,2004 A companion book to Quick Guide to College Majors and Careers the difference being that this book is aimed at people who want to choose a career that requires two years or less of education and training Part 1 will be a set of assessments based on the reader s interests skills favorite high school courses and values that will lead them to which training programs they should investigate Part 2 will consist of two page spreads for about 90 training and education

programs so that the reader can refer to them for more information **Barron's Guide to Graduate Business Schools**

Eugene Miller,1999 Updated for the coming academic year this manual presents profiles of nearly 640 graduate business schools across the United States plus leading business schools in Canada Details are provided on admission requirements academic programs fields of specialization tuition and fees career placement services and other specifics that applicants to business schools need to know Additional features include advice on choosing the school that best fits the business student s circumstances and career goals The book also includes useful information about taking the Graduate Management Admission Test GMAT and a sample GMAT exam with explained answers **Linguistics and Language Behavior Abstracts** ,2006-10

Resources in Education ,1992 A Selection of Passages from Plato for English Readers Plato,1895 **Science Scope** ,2002 **Content Area Reading** Richard T. Vacca,Jo Anne L. Vacca,1989 Passages from Holy Writ, Chosen and

Arranged for Family Reading ,1894 **International Encyclopedia of Developmental and Instructional Psychology**

Erik de Corte,Franz E. Weinert,1996 This Encyclopedia intends to provide a research based overview in an educational perspective of the present state of the art of our knowledge and understanding of the conditions processes and modifiabilities

of human development and learning The Encyclopedia focuses on both developmental psychology and instructional psychology Over the past decade the boundaries between these two separate research domains have become increasingly obscure Indeed developmental psychologists have shown a growing interest in the impact of environmental factors on development this has led to the study of educational and instructional variables the pre dominantly environmental factors Meanwhile instructional psychology has become a major subdomain of research on human cognition and development A substantial contribution to the synergy between both domains derives from the robust research finding that developmental changes are very important conditions as well as consequences of the acquisition of knowledge and meta cognitive strategies The resulting changes have inspired the decision to combine both developmental and instructional psychology into one single volume The trend toward the integration of both domains notwithstanding the systematic discussion of their research findings requires a certain delimitation of the two fields The Encyclopedia is divided into 16 areas in order to reflect the specific nature as well as the integration of both domains In the first section which is most representative of the integrative tendency a general framework of research on human development learning and instruction is outlined The next six chapters are concerned with the various aspects of human development and learning The remaining nine sections represent an overview of the research findings on learning and instruction which are relevant to education Articles include updated and revised material from the International Encyclopedia of Education 2nd Edition described by Choice as being a premier resource when judged on virtually every criteria applied to a reference work The Encyclopedia provides an informative introduction to aspects of developmental psychology and instructional psychology that significantly influence education

Teaching Children with Diverse Abilities Michael W. Churton, Ann Cranston-Gingras, Timothy R. Blair, 1998
Recommends specific instructional strategies as they apply to children of varying educational needs learning styles cultural backgrounds and experiences focusing on similarities rather than differences among children and addressing both elementary and secondary instructional levels Each conten

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