

# 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 Ideas Customer Service

**Leslie Mackenzie**



## Reading Comprehension Ideas Customer Service:

*Standards-Based Comprehension Strategies and Skills Guide* Miriam Myers, 2006-03-13 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

**Resources in Education** ,1998 *The Complete Directory for People with Learning Disabilities*, 1997 Leslie Mackenzie, 1997-10 **The Journal of Education for Ontario** ,1870 The Tenth Mental Measurements Yearbook Buros Center, Jane Close Conoley, 1989 Customers who place a standing order for the Tests in Print series or the Mental Measurements Yearbook series will receive a 10% discount on every volume To place your standing order please call 1 800 848 6224 in the U S or 919 966 7449 outside the U S The most widely acclaimed reference series in education and psychology the Mental Measurements Yearbooks are designed to assist professionals in selecting and using standardized tests The series initiated in 1938 provides factual information critical reviews and comprehensive bibliographic references on the construction use and validity of all tests published in English The objectives of the Mental Measurements Yearbooks have remained essentially the same since the publication of the series These objectives include provision to test users of factual information on all known tests published as separates in the English speaking countries of the world candidly critical test reviews written for the MMY series by qualified professional people representing a variety of viewpoints unique publication of each volume in the MMY series with new volumes supplementing rather than supplanting previous series volumes Each yearbook is a unique publication supplementing rather than supplanting the previous volumes Principal, Elementary School; Questions and Answers Technical Extension Service, Inc., New York, 1965 Exceptional Child Education Resources ,2002 **Comprehension Instruction** Gerald G. Duffy, Laura R. Roehler, Jana M. Mason, 1984 **Current Index to Journals in Education** ,1998 Sears List of Subject Headings Minnie Earl Sears, Joseph Miller, 2000 Presents suggested headings appropriate for use in the catalogs of small and medium sized libraries and provides patterns and instructions for adding new headings as they are required The seventeenth edition features a revision of headings for the native peoples of the Western Hemisphere as well as many new subdivisions **Popular Computing** ,1984 The Evolution of High School Remedial Reading Programs in the United States Arlene L. Barry, 1992 **Teaching Children to Become Independent Readers** Margaret LaPray, 1972 *Today's Education* ,1982 *Teaching Children to Read* Lillian Gray, 1963 *LSAT 180* ,2007 *Reading Programs that Work* ,1975 **Holt Science and Technology 2002** Holt Rinehart & Winston, Holt, Rinehart and Winston Staff, 2002 **Tools for Learning** ,1990 **Thinking Through the Language Arts** Denise D. Nessel, Margaret B. Jones, Carol N. Dixon, 1989

## Unveiling the Energy of Verbal Beauty: An Emotional Sojourn through **Reading Comprehension Ideas Customer Service**

In a world inundated with monitors and the cacophony of instantaneous communication, the profound energy and psychological resonance of verbal beauty usually diminish in to obscurity, eclipsed by the constant onslaught of noise and distractions. Yet, set within the lyrical pages of **Reading Comprehension Ideas Customer Service**, a charming perform of fictional beauty that impulses with raw thoughts, lies an memorable journey waiting to be embarked upon. Written by way of a virtuoso wordsmith, this exciting opus courses readers on a psychological odyssey, gently exposing the latent possible and profound affect stuck within the complicated web of language. Within the heart-wrenching expanse of this evocative examination, we shall embark upon an introspective exploration of the book is central subjects, dissect their fascinating publishing style, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

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