

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 This Week Customer Service

ML Morrison



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Reading Comprehension, Grade 8, 2015-03-16 Reading Comprehension for grade 8 is designed to aid in the review and practice of reading comprehension skills Grade 8 covers standards such as main topic and key details identifying an author's purpose summarizing inferring and vocabulary practice The book includes engaging nonfiction and fiction passages and stories to appeal to all readers The 100 Series Reading Comprehension books span grades 1 to 8 The activities in each book reinforce essential reading comprehension skills by providing practice with sequencing main idea predicting and inferring as well as story elements character plot and setting The books include engaging grade appropriate fiction and nonfiction passages and stories Each book has 128 pages and 100 pages or more of reproducible content to help students review and reinforce essential skills in reading comprehension The series is correlated and aligned to the Common Core State Standards

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LiveABC□□□,2018 **CliffsTestPrep California High School Exit Exam-English Language Arts** Jerry

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Elocution Made Easy for Clergymen, Public Speakers and Readers, Etc Charles HARTLEY,1870 *Professional Issues in Speech-language Pathology and Audiology* Rosemary Lubinski,Lee Ann C. Golper,Carol Frattali,2007 This book provides comprehensive coverage of the issues critical to professional practice in communication sciences The text is multi contributed and each chapter is written by a leading expert in the field This is the most up to date text on the market and it provides in depth coverage of the recently updated 2005 Standards of Clinical Competence The text is clearly organized and highly approachable for readers and it provides a number of excellent pedagogical features such as case studies tables and decision trees to help reinforce the material Inquiry ,2003 **Casebook on Reading Disability** Albert Josiah

Harris,1970 Occupational Outlook ,1995 **McGraw-Hill Education GMAT 2016, Cross-Platform Edition** Sandra Luna McCune,2015-08-28 The only one stop GMAT study system that lets you practice across all platforms print online and mobile With the McGraw Hill Education GMAT 2016 Cross Platform Edition you can take practice tests in print and on your computer tablet or smartphone or all of the above The book covers the foundations of each essential concept covered on the exam introduces proven test taking strategies and includes review exercises in each chapter to help you increase your confidence McGraw Hill Education GMAT 2016 Cross Platform Edition includes 10 interactive practice GMATs the 4 from the book and 6 additional tests Question a Day app provides regular opportunities for review Test Planner app helps you organize your time and design your own study schedules Answer keys with full explanations About the Cross Platform format The Cross Platform format provides a fully comprehensive print online and mobile program Entire instructional content available in print and digital form Personalized study plan and daily goals Powerful analytics to assess test readiness Flashcards games

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