

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 Update Customer Service

Samuel Bamford



Reading Comprehension Update Customer Service:

Social Computing and Social Media. Design, Ethics, User Behavior, and Social Network Analysis Gabriele Meiselwitz, 2020-07-10 This two volume set LNCS 12194 and 12195 constitutes the refereed proceedings of the 12th International Conference on Social Computing and Social Media SCSM 2020 held as part of the 22nd International Conference HCI International 2020 which was planned to be held in Copenhagen Denmark in July 2020 The conference was held virtually due to the COVID 19 pandemic The total of 1439 papers and 238 posters have been accepted for publication in the HCII 2020 proceedings from a total of 6326 submissions SCSM 2020 includes a total of 93 papers which are organized in topical sections named Design Issues in Social Computing Ethics and Misinformation in Social Media User Behavior and Social Network Analysis Participation and Collaboration in Online Communities Social Computing and User Experience Social Media Marketing and Consumer Experience Social Computing for Well Being Learning and Entertainment 36

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