

# 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 In The Us Customer Service

**robert louis stevenson**



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**Monthly Catalog of United States Government Publications** United States. Superintendent of Documents,1995  
*Monthly Catalogue, United States Public Documents* ,1995-12      **Resources in Education** ,1998-10      Journal of the American Dietetic Association ,1993      *Canada-United States Law Journal* ,1995      **Werner's Voice Magazine** Edgar S. Werner,1896      *Quality Customer Service* William B. Martin,1989 Examines the art of treating customers as guests in four simple steps transmitting a positive attitude identifying and providing for customer needs and cultivating repeat business  
**familiar studies of men and books** robert louis stevenson,1895      **Appletons' Journal** ,1879      The Cornhill Magazine William Makepeace Thackeray,1879      *Linguistics and Language Behavior Abstracts* ,2008      **Subject Catalog** Library of Congress,1981      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      *The Architect's Newspaper* ,2005      **Consultants and Consulting Organizations Directory** ,2002      *Journal of the American Veterinary Medical Association* American Veterinary Medical Association,2014 Vols for 1915 49 and 1956 include the Proceedings of the annual meeting of the association      Readers, Teachers, Learners William G. Brozo,1991      *The American School Board Journal* William George Bruce,William Conrad Bruce,1923      *American Journal of Hospital Pharmacy* ,1993      *Springs* ,1994

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