

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 Prices Customer Service

E. Burton Swanson



Reading Comprehension Prices Customer Service:

Machine Reading Comprehension Chenguang Zhu, 2021-03-20 Machine reading comprehension MRC is a cutting edge technology in natural language processing NLP MRC has recently advanced significantly surpassing human parity in several public datasets It has also been widely deployed by industry in search engine and quality assurance systems Machine Reading Comprehension Algorithms and Practice performs a deep dive into MRC offering a resource on the complex tasks this technology involves The title presents the fundamentals of NLP and deep learning before introducing the task models and applications of MRC This volume gives theoretical treatment to solutions and gives detailed analysis of code and considers applications in real world industry The book includes basic concepts tasks datasets NLP tools deep learning models and architecture and insight from hands on experience In addition the title presents the latest advances from the past two years of research Structured into three sections and eight chapters this book presents the basis of MRC MRC models and hands on issues in application This book offers a comprehensive solution for researchers in industry and academia who are looking to understand and deploy machine reading comprehension within natural language processing Presents the first comprehensive resource on machine reading comprehension MRC Performs a deep dive into MRC from fundamentals to latest developments Offers the latest thinking and research in the field of MRC including the BERT model Provides theoretical discussion code analysis and real world applications of MRC Gives insight from research which has led to surpassing human parity in MRC

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