

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 Guide Customer Service

RC Schank



Reading Comprehension Guide Customer Service:

Standards-Based Comprehension Strategies and Skills Guide Christine Dugan,2006-06-16 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

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Reading Comprehension Strategies Danielle S. McNamara,2007 First Published in 2007 Routledge is an imprint of Taylor Francis an informa company

Guide for Occupational Exploration J. Michael Farr,LaVerne Ludden,Laurence Shatkin,2001 Contains descriptions of approximately one thousand jobs grouped in fourteen major interest areas with information on required skills and knowledge education and training

Burbank, California Firefighter Exam Review Guide Lewis Morris,2015-09-18 Learn how to pass the Burbank California Firefighter exam and become a professional firefighter The number of candidates taking the exam has increased dramatically in recent years reflecting the desirability of the profession In order to succeed against this increased competition the candidate must be prepared to tackle the unique question types found on the exam This book contains the most up to date and accurate information to help you prepare for the Burbank California Firefighter Exam Written using lessons learned from the latest exam updates this manual squarely prepares the reader for all of the exam sub areas including expanded sections on mechanical ability and Human Relations

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Increasing Fluency with High Frequency Word Phrases Grade 3 Rasinski, Timothy,2017-03-01 Practice makes perfect Build students oral reading skills with these engaging lessons Increasing Fluency with High Frequency Word Phrases offers 20 creative lessons that analyze high frequency practice to gain word recognition expression and fluency with comprehension questions to evaluate mastery A fluency rubric and reference list of oral reading strategies are included to support learning success Based on Dr Timothy s expert fluency research and Dr Edward Fry s Instant Words this resource is aligned with college and career readiness standards and provides an important reading foundation An Audio CD with oral readings of phrases and reading selections is included

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Instant Words and Dr Timothy Rasinski s fluency research this resource helps teach grade 4 students to recognize words read phrases with expression improve fluency and increase comprehension Includes Audio CD and Teacher Resource CD This resource is correlated to the Common Core State Standards 96pp **Increasing Fluency with High Frequency Word**

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