

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

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web purpose the purpose of this module is to equip students with a sound understanding of the different concepts and principles in archives and records management so that they can

archives and records management university of - Mar 23 2022

web the higher certificate archives and records management will provide learners with an entry level qualification in the archival and recording keeping field with the necessary

higher certificate in archives and records management at unisa - Jul 27 2022

web bachelor of arts honours in archives and records management closing date for applications for admission to honours degrees and postgraduate diplomas for the 2024

workshop in basic archives and records management barm - Oct 10 2023

registry staff records clerks filing clerks records managers archivists manuscript librarians and other knowledge and information management practitioners see more

workshop in advanced archives and records management - Jun 06 2023

the purpose of this module is to equip students with a sound understanding of the different concepts and principles in archives and records see more

higher certificate in archives and records management - Apr 04 2023

web any person with a national diploma or degree interested in archives and records management admission requirements candidates in possession of any degree or any

higher certificate in archives and records management at unisa - Jun 25 2022

web this qualification will have a significant impact on the competency of practitioners in archives and records management in south africa and beyond it will also strengthen

workshop in advanced archives and records management - Dec 20 2021

web higher certificate in archives and records management closing date for applications to undergraduate qualifications for the 2024 academic year extended to 17 november 2023

new qualification ba archives and records management - Feb 19 2022

web jan 13 2022 qualification code 98577 nqf level 5 total credits 120 saqa id 86446 aps as 15 purpose statement the purpose of this qualification will provide learners

unisa higher certificate in archives and records management - May 25 2022

web home study graduate diploma in information management archives and records management graduate diploma in information management archives and records

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web the functions of information and records management in all types of organisations and the main techniques and processes for managing information and records including