

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 Discount Customer Service

**David Masson, George Grove, John
Morley, Mowbray Walter Morris**



Reading Comprehension Discount Customer Service:

Essential Skills: Customer Service Vocabulary Building Workbook Jennifer Wilkins,2011-08-24 This workbook is an important teaching tool for those learning English as a second language and anyone who wants to pursue a career in customer service By building your customer service vocabulary youll be able to develop the vocabulary and vocational skills you need to become successful improve your reading and oral communication skills enhance your thinking and problem solving skills boost your spelling and phonics skills The workbooks ninety two exercises help you build work specific skills and job related vocabulary Master your understanding of almost three hundred words with easy to follow exercises such as reading comprehension applying the meaning filling in the blanks and more Youll also find fun activities such as word searches crosswords and analogies In addition to learning a robust customer service vocabulary youll also apply synonyms and antonyms that will help you in a customer service environment Get your career on the fast track or if you are a teacher find an important resource so your students can learn the skills that matter most with **Essential Skills Customer Service Vocabulary Building Workbook** *TOEIC Essential Words (with Online Audio)* Lin Lougheed,2021-05-04 **TOEIC Essential Words** focuses on 600 words commonly used on the TOEIC Words are taught in 50 vocabulary building lessons that focus on American English as it is used in today s business industry communications and cultural activities This book includes All activities formatted like the actual exam Examples of practical English usage Additional exercises to help expand vocabulary A quiz after every five lessons Online audio to help in pronunciation and listening comprehension Each lesson uses 12 target words with definitions Several uses in different contexts for the words Practice exercises after the lesson New to this edition is a practice TOEIC test based on the actual exam Publisher s Note Products purchased from Third Party sellers are not guaranteed by the publisher for quality authenticity or access to any online entitlements included with the product

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California Quarterly of Secondary Education ,1925 **Supplementary Educational Monographs** ,1922 *Los Angeles School Journal* ,1921 **Proceedings of the ... Annual Meeting** National Association of Secondary School Principals (U.S.),1926 **Essentials of Processing Assessment** Milton J. Dehn,2006-01-03 Provides step by step guidelines for organizing a processing assessment selecting appropriate instruments interpreting results and identifying processing deficits Understanding how the brain processes information is vital to identifying a child s strengths and weaknesses with regard to learning and formulating appropriate interventions for specific learning difficulties **Essentials of Processing Assessment** the latest addition to the popular **Essentials of Psychological Assessment** series provides critical information about this important aspect of cognitive functioning This handy resource provides students and practitioners with the tools they need to accurately and efficiently assess an individual s ability to process information As part of the **Essentials of Psychological Assessment** series this book provides information mental health professionals need to practice knowledgeably efficiently and ethically in today s behavioral healthcare environment Each concise chapter features numerous callout boxes highlighting key concepts bulleted points and extensive illustrative material as well as Test Yourself questions that help you gauge and reinforce your grasp of the information covered The author first presents a model of cognitive processing and learning accompanied by a snapshot of interventions that address various processing deficits especially those linked to problems with reading writing and arithmetic Next he outlines a cross battery approach to selecting appropriate assessment measures and reviews key instruments such as the WISC r IV KABC II Stanford Binet 5 WJ III r CAS NEPSY r and others Finally he provides indispensable guidelines on how to organize a processing assessment and how to interpret results The book includes a detailed chart categorizing the scales and subtests used in processing assessments and a valuable worksheet for analyzing results Closely following IDEA Reauthorization requirements **Essentials of Processing Assessment** offers the

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