

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 On Sale Customer Service

S Ben Porath



Reading Comprehension On Sale Customer Service:

Resources in Education ,1994 **Handbook of Employee Selection** James L. Farr,Nancy T. Tippins,2017-03-27 This second edition of the Handbook of Employee Selection has been revised and updated throughout to reflect current thinking on the state of science and practice in employee selection In this volume a diverse group of recognized scholars inside and outside the United States balance theory research and practice often taking a global perspective Divided into eight parts chapters cover issues associated with measurement such as validity and reliability as well as practical concerns around the development of appropriate selection procedures and implementation of selection programs Several chapters discuss the measurement of various constructs commonly used as predictors and other chapters confront criterion measures that are used in test validation Additional sections include chapters that focus on ethical and legal concerns and testing for certain types of jobs e g blue collar jobs The second edition features a new section on technology and employee selection The Handbook of Employee Selection Second Edition provides an indispensable reference for scholars researchers graduate students and professionals in industrial and organizational psychology human resource management and related fields

Customer Service Manual Benjamin I. French,1976 *The Complete Directory for People with Learning Disabilities*, 1997 Leslie Mackenzie,1997-10 **School Library Journal** ,2001-07 **Publishers Directory** ,1994 **New Jersey Occupational Outlook Handbook** ,2004 **Phi Delta Kappan** ,1923 *Illinois Schools Journal* ,1924 *Bulletin* ,1928
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