

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 Top Customer Service

G Orfield



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6 Practice Test Unit 1_ 1 2 3 Practice Test Unit 2_ Part 1 Part 2 1 2 3 4 5 6 7 1 What V 2 Why 3 Statements Practice Test Unit
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Real-resumes for Teachers Anne McKinney, 2000 Applying for teaching and administrative positions in schools
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Armstrong, 2014-10-24 Customers now have many ways to get in touch with companies whether via phone and email or social
media and online chats They have expectations and organizations need to meet those demands to remain competitive In this
issue of TD at Work Rachel Armstrong details how talent development professionals can ensure that customer service teams
are providing customer experiences that meet high standards She details The skills customer service teams need to meet
customers expectations Techniques for training new hires for those skills Methods to effectively support customer service
reps after the training program Ways to prepare reps for the future Tools and resources included in this issue are a needs
assessment checklist and blended learning ideas and planning charts **An assessment of industrial employment skill
gaps among university graduates** Mirza, Faisal Mehmood, Jaffri, Atif Ali, Hashmi, Muhammad Saim, 2014-04-21 The
objective of this study is to examine different assessments of employers and students about job skills leading to differences
defined as skill employability and perception gaps based on surveys of 100 industrial employers and 151 final year students
from 6 universities and postgraduate colleges in the Gujrat Sialkot Gujranwala industrial cluster Factor analysis grouped 24
specific skills into the three interpretable categories communication and business specific skills core employability skills and
professional skills The results suggest gaps in all three respects for each of the skill categories Employers were least satisfied
with the professional skill s of new employees compared to their scores on the importance of these skills Students also scored
their own professional skills lower than the importance of these skills in the job market Smaller but similar differences arise
for the other skill categories Students generally gave higher nominal scores to the importance of all skills than were given by
employers When disaggregated by discipline students in more technical fields engineering computer science and IT which
are supposed to possess high level of technical skills claim a shortage of these skills whereas students from economics
commerce and business administration indicated they were neither sound in professional skills nor the softer skills Close

coordination among all stakeholders through internship programs for students development and timely revision of market oriented curricula and special skill enhancement training programs are recommended steps to enhance productive youth employment in Pakistan *Resources in Education* ,1991-07 **Hire the Best!** Dr. Larry L. Craft,2020-12-29 Hire the Best Motivate the Rest is the first how to tool kit designed to help the CEO manager or organizational leader significantly increase productivity by hiring the most qualified applicants understanding what motivates them and coaching them based on their unique personality You ll learn how to recruit select coach and retain employees who have the Will Do goal orientation and drive to reach the highest levels of production Can Do skills knowledge and experience to minimize start up training Follow through work ethic to persist through the most difficult challenges Based on Dr Larry Craft s groundbreaking research involving thousands of personal interviews and over one million applicant questionnaires for the past four decades Hire the Best Motivate the Rest respects your time and honors the need for immediate solutions to some of the most complex leadership challenges **Quality Customer Service** William B. Martin,1989 Examines the art of treating customers as guests in four simple steps transmitting a positive attitude identifying and providing for customer needs and cultivating repeat business **The Complete Directory for People with Learning Disabilities, 1997** Leslie Mackenzie,1997-10

American Childhood ,1928 Includes music mostly songs with piano accompaniment **Aptitude Testing** Clark Leonard Hull,Lewis Madison Terman,1928 **University of Iowa Studies in Education** University of Iowa,1928 **The Prospective Teacher's Grasp of High School Content in His Probable Fields of Instruction** Russell E. Jonas,University of Iowa,1928 **The Complete Learning Disabilities Directory** Grey House Publishing,1997-08

Measuring Classroom Products in Berkeley ... Cyrus De Witt Mead,1920 Study University of California, Berkeley. School of Education. Bureau of Research in Education,1920 **Study ... of the Bureau of Research in Education** University of California. Bureau of Research in Education,1921 Study University of California, Berkeley. Bureau of Research in Education,1920 *Studies* University of Southern California,1927 Studies of Secondary School Graduates in Their Mastery of Certain Fundamental Processes Frank Charles Touton,Karl Kenneth Heilman,Esther Jeffery Terry,1927

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