

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 Ideas Customer Service

Lisa Greathouse



Reading Comprehension Ideas Customer Service:

Practice with Purpose: Standards-Based Comprehension Strategies & Skills Grade 1 (Binder with Transparencies) , *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

Standards-Based Comprehension Strategies and Skills Guide Miriam Myers,2006-07-26 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

Practice with Purpose: Standards-Based Comprehension Strategies & Skills Grade 5 (Binder with Transparencies) , *Resources in Education* ,1998 *Teaching Reading Comprehension to Students with Learning Difficulties* Sharon Vaughn,Alison Boardman,Janette K. Klingner,2024-06-25 Now in a revised and expanded third edition this important resource helps teachers understand how good readers comprehend text and how best to support students who are struggling It presents effective instructional methods for learners at all grade levels including those with reading disabilities Every chapter translates state of the art research into practical classroom applications All facets of comprehension are addressed including assessment vocabulary background knowledge and text structure Chapters also cover English learners intensive intervention and content literacy Utility as a teacher guide and course text is enhanced by sample lesson plans graphic organizers and chapter opening study questions New to This Edition Chapter on text selection and text structure Chapter on teachers frequently asked questions providing specific actionable advice More than twice as many sample lesson plans Revised throughout with the latest research and teaching techniques

Reading Comprehension ,1978 *Assessing and Teaching Reading Comprehension and Writing, 3-5* K. Michael Hibbard,Elizabeth A. Wagner,2003 First Published in 2003 Routledge is an imprint of Taylor Francis an informa company

Assessing Comprehension Thinking Strategies Ellin Keene,2006-06-28 Developed by renowned author Ellin Keene *Assessing Comprehension Thinking Strategies* is an ideal tool for assessing students reading comprehension This book offers a unique way of assessing how students use thinking strategies to comprehend text The book contains four reading passages for each grade level 1 8 that offer high interest fiction and nonfiction text Each assessment is accompanied by a rubric that allows you to document students thinking and then score and monitor their growth Strategies assessed include thinking aloud using schema inferring asking questions determining

Writing Strategies for Science Stephanie Macceca,2007-01-15 Help budding scientists get it write with this treasure trove of ready to implement strategies to help learners write and understand science content This resource brings it all together in one easy to use format featuring an overview of the writing process practical and detailed strategies to improve writing skills and activities with classroom examples by grade ranges Specific suggestions are

included with every strategy to help differentiate instruction for various levels of learners and learning styles Includes a Teacher Resource CD of activity reproducibles and graphic organizers 2 **Young Meaning Makers—Teaching**

Comprehension, Grades K-2 D. Ray Reutzel, Sarah K. Clark, Cindy D. Jones, Sandra L. Gillam, 2016-05-01 One of the most critical elements in the Common Core State Standards CCSS is the effective teaching of reading comprehension in the early years This timely resource provides evidence based practices for teachers to use as they work to meet standards associated with comprehending complex literature and informational texts The authors offer a practical model with classroom applications drawing on the Construction Integration CI model of text comprehension Illustrating why comprehension is so important in the CCSS framework the book distills six key principles for meeting CCSS and other high challenge standards Chapters show teachers how to build oral language and text comprehension skills with young readers including selecting texts organizing materials scheduling time and assessing the acquisition of knowledge Book Features A practitioner friendly model for teaching comprehension of informational and narrative texts in the early grades Guidance for how to create a classroom environment that supports oral language acquisition Instructional strategies including teaching children to understand text structures key details and main ideas of a story or information text A standards based series of formative comprehension assessments Read it with the gusto it provides and deserves and go out into your classrooms and make texts come to life through the magic of understanding From the Foreword by P David Pearson University of California Berkeley This is a must read for teachers and educators as they strive to meet the new literacy standards and improve reading comprehension outcomes for their students Linda B Gambrell Reading Research Quarterly The authors start with the most respected theory add an insightful analysis of relevant Common Core standards and combine the two with solid practical instructional ideas Bravo James W Cunningham professor emeritus University of North Carolina at Chapel Hill **Writing Strategies for Social Studies** Sarah Kartchner Clark, 2007-01-15 An AEP Award winner this resource provides detailed strategies and activities with classroom examples across multiple grade ranges Learn practical standards based strategies to help students understand Social Studies content Specific suggestions for differentiating instruction for English language learners gifted students and below grade level students are included with every strategy Includes a Teacher Resource CD of customizable graphic organizers and other student activities This resource is correlated to the Common Core State Standards and is aligned to the interdisciplinary themes from the Partnership for 21st Century Skills 208 pages CD *State, Foreign Operations, and Related Programs Appropriations for 2008* United States. Congress. House. Committee on Appropriations. Subcommittee on State, Foreign Operations, and Related Programs, 2007 **Supporting Dyslexic Adults in Higher Education and the Workplace** Nicola Brunswick, 2012-03-14 Supporting Dyslexic Adults provides practical advice in supporting dyslexic adults in education and employment and guidance on the latest research Provides an important overview of current research and practice in supporting dyslexic adults in education and employment deftly combining

academic understanding with everyday issues Contributors possess a wealth of practical experience in the field which provides an indispensable guide to the subject Case studies are included to capture the immediate experiences of dyslexic adults in education and at work to highlight prevalent issues Offers practical advice to adults with dyslexia from how to disclose their particular needs to employers and colleagues to legal aspects of dyslexia support Highlights to employers the particular skills and strengths that dyslexic adults can bring to the workplace *Language Acquisition in Diverse Linguistic, Social and Cognitive Circumstances, volume II* Maria Garraffa, Gary Morgan, Theodoros Marinis, Maria Teresa Guasti, 2023-10-10

Reading Comprehension Strategies Danielle S. McNamara, 2007 First Published in 2007 Routledge is an imprint of Taylor Francis an informa company *Planning Primary English* Kirstie Hewett, 2024-05-23 Effective lesson planning is a crucial skill for all primary school teachers and is key to fostering engaging and focused learning So how can new teachers ensure that their plans are motivating and impactful so that their students can make good progress This book serves as a comprehensive roadmap for planning dynamic and effective English lessons and clearly explains key principles and concepts that underpin effective teaching in all aspects of the primary English curriculum Covering a wide range of topics this book discusses how to plan compelling lessons on teaching phonics comprehension grammar spoken language and more as well as adaptive teaching for an inclusive classroom It identifies the key decisions new teachers who are planning their own lessons for the first time must consider to execute well structured lessons and suggests how these can be tailored to meet the needs of all learners Whether you re on a university based path PGCE BEd BA with QTS or exploring school based routes School Direct SCITT Teach First or an Early Career Teacher this book is essential reading to transforming lesson planning from a challenge into a creative and effective teaching tool Kirstie Hewett is a senior lecturer in primary English at the University of Chichester *Workplace Essential Skills*, 2000

Comprehension and Critical Thinking Grade 4 Lisa Greathouse, 2007-10-23 Use these step by step guides to build students comprehension and critical thinking skills as they prepare for standardized tests that feature document based questions Step 1 has students reading high interest nonfiction articles from TIME For Kids authors Step 2 has students strengthening comprehension skills by responding to follow up questions from all levels of Bloom s Taxonomy Step 3 has students studying primary source documents such as maps census reports population reports charts and graphs that are related to the articles Step 4 has students demonstrating critical thinking skills by responding to questions based on these primary sources Teacher Resource CD includes reproducible pages of articles primary source documents and questions *Reading Strategies for Science* Stephanie Macceca, 2007-01-15 Motivate readers to become budding scientists with a variety of strategies to help them read and better understand science content This resource brings it all together in one easy to use format featuring an overview of reading comprehension skills practical and detailed strategies to improve these skills and activities with classroom examples by grade ranges Specific suggestions are included with every strategy to help differentiate instruction for various levels of

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