

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

James Earl Russell



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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Table of Contents Reading Comprehension Discount Customer Service

1. Understanding the eBook Reading Comprehension Discount Customer Service
 - The Rise of Digital Reading Reading Comprehension Discount Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Reading Comprehension Discount Customer Service
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Reading Comprehension Discount Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Reading Comprehension Discount Customer Service
 - Personalized Recommendations

- Reading Comprehension Discount Customer Service User Reviews and Ratings
- Reading Comprehension Discount Customer Service and Bestseller Lists
- 5. Accessing Reading Comprehension Discount Customer Service Free and Paid eBooks
 - Reading Comprehension Discount Customer Service Public Domain eBooks
 - Reading Comprehension Discount Customer Service eBook Subscription Services
 - Reading Comprehension Discount Customer Service Budget-Friendly Options
- 6. Navigating Reading Comprehension Discount Customer Service eBook Formats
 - ePub, PDF, MOBI, and More
 - Reading Comprehension Discount Customer Service Compatibility with Devices
 - Reading Comprehension Discount Customer Service Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Reading Comprehension Discount Customer Service
 - Highlighting and Note-Taking Reading Comprehension Discount Customer Service
 - Interactive Elements Reading Comprehension Discount Customer Service
- 8. Staying Engaged with Reading Comprehension Discount Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Reading Comprehension Discount Customer Service
- 9. Balancing eBooks and Physical Books Reading Comprehension Discount Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Reading Comprehension Discount Customer Service
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Reading Comprehension Discount Customer Service
 - Setting Reading Goals Reading Comprehension Discount Customer Service
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Reading Comprehension Discount Customer Service
 - Fact-Checking eBook Content of Reading Comprehension Discount Customer Service

- Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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