

## **Customer Service Basics**

### ***Introduction to Customer Service***

"There is only one boss, and whether a person shines shoes for a living or heads up the biggest corporation in the world, the boss remains the same. It is the customer! The customer is the person who pays everyone's salary and who decides whether a business is going to succeed or fail. In fact, the customer can fire everybody in the company from the chairman (CEO) on down, and he can do it simply by spending his money somewhere else."

Literally everything we do, every concept perceived, every technology developed and associate employed, is directed with this one objective clearly in mind — pleasing the customer."

Sam M. Walton, CEO Wal-Mart

Credo from Sam Walton the owner and CEO of Wal-Mart — an international chain of department stores and the most successful company in retailing in the world.

### ***Customer Service in the 21st Century***

Ask any CEO of a company, president of a bank, manager of an office, minister or staff person and they will tell you HOW IMPORTANT the customer is to their operations and success. In meeting after meeting, heads of industry, the service sector, utilities, and government try to convince the audience how much they believe in customer service.

"It is our mission, it is our number one priority, it is our goal, it is why we are in business, etc...." often prove to be mere epitaphs. Unfortunately, these same "customer friendly" executives go back to their offices, de-employ office staff, fail to initiate a customer service improvement plan and send memos out saying customer complaints are unjustified and overblown.

## ***The Three Key Elements***

### ***Expand Your Definition of Service***

How you define service shapes every interaction you have with your customers. Limited definitions of service based on an exchange of monies for goods or service misses the overall point of customer service. "Service" should provide the customer with more than a product or action taken on his/her behalf. It should provide satisfaction. In essence, the customer should walk away pleased at the result of the transaction — not just content but actually happy. A happy customer will continue to be a buying customer and a returning customer.

# Customer Service Manual Example

**Allison Rossett,Lisa Schafer**

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*Customer Service Manual* Benjamin I. French,1976      Disbursing Clerk 1 & C. Naval Education and Training Program Development Center,1977      **Best Practices in Customer Service** John A. Woods,1999      Handbook of Industrial Engineering Gavriel Salvendy,2001-05-25 Unrivaled coverage of a broad spectrum of industrial engineering concepts and applications The Handbook of Industrial Engineering Third Edition contains a vast array of timely and useful methodologies for achieving increased productivity quality and competitiveness and improving the quality of working life in manufacturing and service industries This astoundingly comprehensive resource also provides a cohesive structure to the discipline of industrial engineering with four major classifications technology performance improvement management management planning and design control and decision making methods Completely updated and expanded to reflect nearly a decade of important developments in the field this Third Edition features a wealth of new information on project management supply chain management and logistics and systems related to service industries Other important features of this essential reference include More than 1 000 helpful tables graphs figures and formulas Step by step descriptions of hundreds of problem solving methodologies Hundreds of clear easy to follow application examples Contributions from 176 accomplished international professionals with diverse training and affiliations More than 4 000 citations for further reading The Handbook of Industrial Engineering Third Edition is an immensely useful one stop resource for industrial engineers and technical support personnel in corporations of any size continuous process and discrete part manufacturing industries and all types of service industries from healthcare to hospitality from retailing to finance Of related interest **HANDBOOK OF HUMAN FACTORS AND ERGONOMICS** Second Edition Edited by Gavriel Salvendy 0 471 11690 4 2 165 pages 60 chapters A comprehensive guide that contains practical knowledge and technical background on virtually all aspects of physical cognitive and social ergonomics As such it can be a valuable source of information for any individual or organization committed to providing competitive high quality products and safe productive work environments John F Smith Jr Chairman of the Board Chief Executive Officer and President General Motors Corporation From the Foreword      **Disbursing Clerk 1 & C** Aniceto D. Mercado,1988      Job Aids and Performance Support Allison Rossett,Lisa Schafer,2012-06-29 Job Aids and Performance Support in the Workplace gives us everything we ve ever wanted to know about these invaluable tools and techniques Allison Rossett and Lisa Schafer have created a comprehensive pragmatic and very readable guide The authors don t exaggerate when they claim it s knowledge everywhere      **Handbook of Literacy and Technology** David Reinking,Michael C. McKenna,Linda D. Labbo,Ronald D. Kieffer,1998-04-01 The major shift going on today in the technologies of reading and writing raises important questions about conventional conceptions of literacy and its role in education society and culture What are the important characteristics of electronic forms of reading and writing distinguishing them from printed forms To what extent and in what ways is literacy being transformed by new technologies This central question is addressed in this

volume from diverse multidisciplinary perspectives The contributing authors focus on a guiding question in one of the following areas which correspond to the major sections of the book Transforming Texts What are the new differences between printed and electronic texts and what are the implications of new textual forms for defining literacy especially in regard to teaching and learning in schools Transforming Readers and Writers How do electronic reading and writing change conceptualizations of literacy development from childhood through adulthood Transforming Classrooms and Schools What are the effects of introducing new reading and writing technologies into schools and classrooms Transforming Instruction How can instruction be adapted in response to the changing literacy landscape and how can teachers and students exploit forms of reading and writing to enhance teaching and learning Transforming Society What are the broad societal implications of the increasing prevalence of electronic forms of reading and writing Transforming Literacy Research What are the questions that must be addressed as digital reading and writing become more common and what approaches to research will be most useful in addressing those questions This volume is the result of an interactive process The contributors met as a group to discuss drafts of their chapters at a one day meeting convened and sponsored by the National Reading Research Center and had read each others chapters prior to this gathering That meeting was followed by a two day conference attended by approximately 180 researchers educators and policymakers who responded to an open invitation to present papers and to attend sessions focusing on the six major themes of the book Contributors then revised their chapters based on interactions with fellow contributors conference participants and volume editors Thus this work is more than just a compilation of the individual authors views Rather it represents a synthesis of a broad range of current thinking about how literacy is being and may be transformed by technology [Lifestyle Entrepreneur](#) Jesse Krieger, 2014-06-03 Find success freedom and adventure outside the nine to five grind Lifestyle Entrepreneur provides a step by step framework to turn your interests and passions into products and services that add value for others while supporting a lifestyle of novelty and adventure Interwoven with stories and strategies for success Lifestyle Entrepreneur inspires and instructs aspiring entrepreneurs on how to gain clarity on their identity and a vision for greatness From a successful entrepreneur who has traveled to and lived in over thirty countries as well as toured with a rock band learned new languages and climbed a volcano this book offers such frameworks as the Discover Your Identity process and the Vision MAP to help you start designing your ideal lifestyle and learn how to leverage these interests and passions to create online businesses that are reflective and complementary to your life and business goals Carries you over the most important threshold in an entrepreneur s life From I can t to I can Bryan Franklin cocreator of Mind Money Meaning [Navy Customer Service Manual](#), 1984 [Marketing Customer Interface](#) Rosemary Phipps, Craig Simmons, 2001 The Marketing Customer Interface 2001 2002 is a specifically tailored coursebook for students undertaking the Marketing Customer Interface module of the CIM Advanced Certificate Butterworth Heinemann have worked closely with the Education Division of the CIM to ensure that all aspects of the text are

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