

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.

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John A. Woods



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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

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