

Middle School Career Investigations

Tips for Quality Customer Service

Introduction




The ultimate goal of individuals involved in the Hospitality and Tourism Career Cluster is to provide quality customer service. In this interactivity, you will learn four customer service tips. Click the **NEXT** button to begin.

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Tips for Quality Customer Service

Understanding Customers' Needs



Understanding Customers' Needs

Customers need support for a variety of reasons. Sometimes they have questions, and other times they have complaints. Good customer service means trying to recognize what a customer needs, and being able to adapt to the situation if caught off guard.

I see that you requested a first floor room; let me see if I can make that happen.

The illustration shows a clipboard on the left with a yellow clip at the top and a checklist with four items. The first item is checked with a red checkmark, while the other three are empty boxes. To the right, a customer service representative in a blue shirt stands behind a desk with a computer monitor. A speech bubble from the representative says, "I see that you requested a first floor room; let me see if I can make that happen."

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Act in a Helpful Manner



Act In a Helpful Manner

Once you understand a customer's needs, it is important to try and solve his or her problem. Remain polite, act in a helpful manner, and speak in a positive tone. Communicate clearly to avoid the possibility of further confusion. When you have identified the solution, make sure the customer is satisfied before you end the conversation.



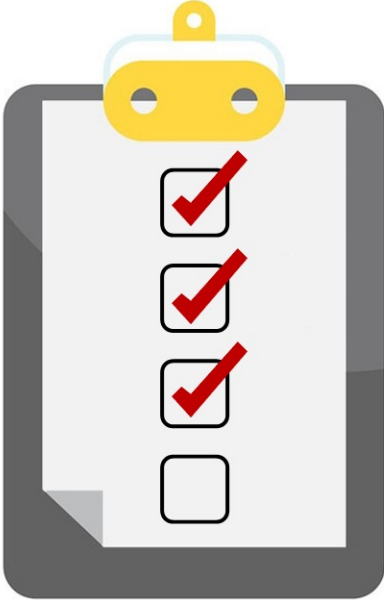
Let me make you something to meet your dietary needs.

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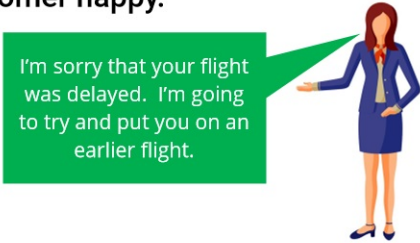
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Remain Courteous



Remain Courteous

Customers are often friendly and kind, but sometimes customers get angry and frustrated. Regardless of a customer's mood, good customer service involves having empathy, patience, and kindness. Sometimes quality customer service means accepting blame for a problem in order to keep the customer happy.




I'm sorry that your flight was delayed. I'm going to try and put you on an earlier flight.

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Be Knowledgeable



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In order to provide the best possible customer service, stay up to date with information about the product or service. While it is impossible to know everything, you must be aware of where to find answers if a question or issue becomes too complicated.

You have reached the end of this interactivity.

[Restart](#) [Exit](#)

pool. I will give you directions to find it.

The graphic features a yellow robot head on a tablet screen at the top left. Below it is a dark grey bar with the text 'You have reached the end of this interactivity.' and two buttons: 'Restart' with a circular arrow icon and 'Exit' with an 'X' icon. To the right of the bar is a speech bubble containing the text 'pool. I will give you directions to find it.' and an illustration of a person in a uniform pushing a luggage cart with a suitcase and a bag.

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