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.

Tips for Quality Customer Service

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.

Tips for Quality Customer Service

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.
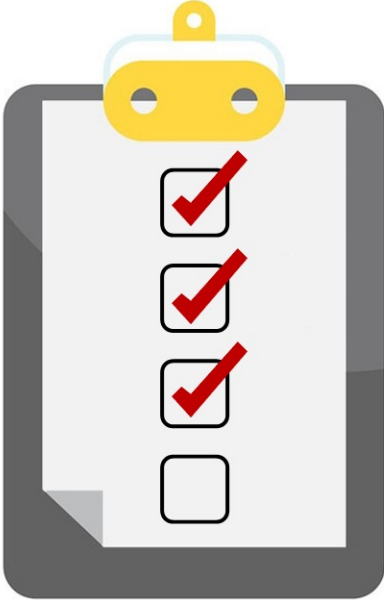
Let me make you something to meet your dietary needs.

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.

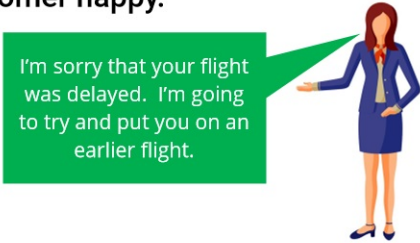# Tips for Quality Customer Service

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.

Tips for Quality Customer Service

Be Knowledgeable

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.