

# Customer Service



**Introduction:** There are two kinds of customers: external and internal. Internal customers are people inside the business like supervisors, employees in other departments, and fellow workers. External customers are those who purchase goods and services as well as delivery drivers and other who come into the business.

External customers are crucial factor in every business: if a business consistently provides poor customer service they will lose their customers and go out of business. All employees must be prepared to meet and work with customers in a dependable professional manner. Relationships with internal customers not only set the tone of the workplace, but can be the key to maintaining or advancing in your job.

Employees must be able to provide customer friendly service to both external and internal customers. Employees must know how to listen and to articulate their thoughts clearly--to understand and to be understood. They also need interpersonal and negotiation skills to deal with customer grievances and complaints. The first job, for many young people, is in a fast food restaurant or service industry. Satisfying customers is crucial for the business to continue.

How can you display good customer service? By having a positive attitude, smiling, and being respectful to others. Always listen carefully, both to your supervisor and to the customer. Know how to do your job, don't make excuses. If you don't know the answer, find out. Always be courteous.