

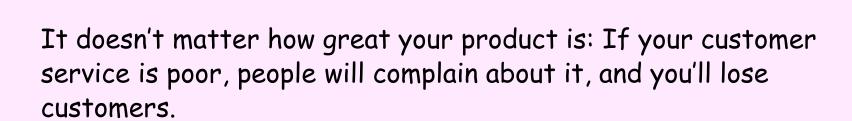
PREPARED BY CHERYLY.



Customer Service Skill

Important Skills for Customer Service Jobs

A company that relies on customers or clients to keep it in business will want to know what customer service experience and skills you have to offer. Before you fill out a job application, research the company and the position you are applying for.







Prepared by Cheryl 4.

What is customer service?

> the act of providing support to both prospective and existing customers.

> answer customer questions through in-person, phone, email, chat, and social media interactions professionally

> responsible for creating documentation for self-service support.

> keeps customers' needs at the forefront of every interaction.



Why is customer service important?

Service Good customer service is a Customers a complete, cohesive importance of customers before, di experience the importance of customers before, di experience that aligns with an organization's purpose.

Customer service Customer service is

Customer

Customer Service Skill

Customer Service Skills To Perfect

- PATIENCE
- CLEAR COMMUNICATION SKILLS
- ABILITY TO USE "POSITIVE LANGUAGE"
- TIME MANAGEMENT SKILL
- A CALMING PRESENCE
- ABILITY TO HANDLE SURPRISES
- TFNACITY
- WILLINGNESS TO LEARN
- ATTENTIVENESS
- KNOWLEDGE OF THE PRODUCT
- ACTING SKILLS
- ABILITY TO "READ" CUSTOMERS
- GOAL ORIENTED PRESENCE
- PRESUASIVE SKILLS
- CLOSING ABILITY



Basic F&B Service

Attribute of a Server / Key Behavior

- Hardworking
- Honest
- Resourceful
- Good listener
- Salesmanship
- Lots of common sense
- Hygiene & well-groomed
- Good Observation
 *Observation means viewing or seeing



Prepared by Cheryl 4.

Determine furniture and fixture conditions

Familiarize with the outlets' furniture and fixtures.



Prepared by Cheryl 4.



Carry out work area cleaning activities

Outlet cleanliness maintained using proper cleaning tools and chemicals - Cleaning schedule/ guidelines



