



Hospitality and Catering

Customer Service

Lesson 4

Improve your knowledge of customer service and understand how to deal with problems.



**CUSTOMER
SERVICE**



Its all about you

When we understand what customer service is, then we can start to put it all into action.

Being good at your job has many benefits.

A job is an opportunity for you to develop new skills.





The benefits of becoming good at customer service

- Creates improved self confidence
- Creates trust amongst the team
- Enables you to feel proficient at your job





More benefits

- Helping people is scientifically good for you
- Causes job satisfaction
- Become a valued member of the team
- Improved job reference and job prospects





Requirements for customer service

Positive attitude is crucial to work in a busy environment where there is a lot to do and people to work with.

A black rectangular sign with a white border, placed on a sidewalk. The sign has the words "GOOD", "VIBES", and "ONLY" stacked vertically in white, bold, sans-serif capital letters. The background of the slide shows a blurred street scene with a building and a person in the distance.



Requirements for customer service

Behaviour can be seen through your body language. If you are having a bad day the customer will notice.





Requirements for customer service

Motivation will help you through the day.

Knowing why you are working and the reason why you do the job will help you keep on track.





Developing a positive attitude

A positive attitude is not easy for everyone, with simple attention to the following points you can support your attitude.

- Say yes, if you can and say it with a smile
- Look for jobs to do in quiet times





Developing a positive attitude

Do not wait to be told what to do all the time.

- Refrain from staff gossip
- See the positive in others





Behaviour

You are always on show in a customer environment. You will always be the center of someone's attention. They will notice everything about the way you move and behave.





Behaviour

Correct behaviour gives a good impression to others.

- Wear your smile all the time
- Do not use your mobile phone
- Walk tall with good eye contact





Motivation is everything

To feel like you are doing a good job and being able to keep your job you must know why you are doing it. This could be:

- Saving for holiday
- Supporting family
- Paying rent and home bills
- To meet new people





Presenting yourself

- Daily shower, hair washed and tidy
- No excessive make up
- Wear anti perspirant or deodorant





Presenting yourself

- Clean works uniform or casual dress in keeping with the venue
- No smoking/drugs or alcohol at work





Presentation is important because?

1. You are the face of the business
2. The business trusts you to represent them
3. You show self-respect as well as respect for your employer





Revision Activity 4

Name two ways to present yourself correctly?