

Assignment 7: Customer Service & Support

Task 1

Providing customer service and/or support in any environment or job, can be a complex and demanding task. It involves people for all walks of life, and it requires that you pull out all of your human relations skills. People are complicated, have different levels of frustration, are not confident, or too confident, and many are frustrated to a certain level, before they even call you. So, the assignment for this week is to describe, or maybe define, your views and/or best practices on customer support.

Please read chapter 5-8 (pages (51-92) before you start this assignment. It should get you in the right mind set for this assignment, and help you figure out your stand on the issues listed below. The following list should be used as a guideline for writing your views, stands, and best practices in customer support.

The paper should include at least the following aspects:

- Listening Skills
- Customer Service Attitudes
- Variety of User Needs
- Difficult Clients
- How is the problem solving process revised and improved
- Frustration and burnout

Use the notes and discussion in class to help you define your views on customer service. You can rely on your own experience as well as others to write this paper. Be prepared to share your customer service views next class.

For any assignments you submit, you need to make sure all of the following information is present:

- Your first and last name
- The name and number of the assignment
- The date you've completed and submitted the assignment

To make sure you're creating a professional and high quality work, keep in mind the following criteria. Your grade for each assignment is based on them.

- Spelling
- Punctuation
- Grammar
- Formatting
- Content

Contact me for any questions regarding assignments. Good luck!

Chris Beks
Instructor CIOS 211
chris.beks@uaf.edu