

# Customer Service



# Vocabulary

**Potential** : Having or showing the capacity to develop into something in the future.

**Impression** : An idea, feeling or opinion about something or someone.

**Attentiveness** : mindful, aware, alert, watchful, thoughtful of others.

**Empathy** : The power of understanding other person's feelings  
the imaginative ascribing to an object, as a natural object or work of art, feelings or attitudes present in oneself.

**Productivity** : the quality, state, or fact of being able to generate, create, enhance, or bring forth goods and services.

**improvement** : a change or addition by which a thing is improved.

**Loyalty**: the state or quality of being loyal; faithfulness to commitments or obligations.

# Definition

**Customer service** is the act of taking **care** of the **customer's** needs by providing and delivering professional, helpful, high quality **service** and assistance before, during, and after the **customer's** requirements are met.

