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## CUSTOMER SERVICE JOBS - HOW TO SUCCEED IN CUSTOMER SERVICE

**Top Tips For Call Center Hopefuls** It is not easy being a customer service representative, because, more often than not, you, as a customer relation representative are a face of the company and customers will connect to you the most. If there is something wrong with any product or service offered by the company, then you will have to bear the brunt of it. But, in spite of the so called "occupational hazards" of the job, you can be a really good customer service representative, with these tips!

- Understand your responsibilities thoroughly. Read between the lines or the fine print, so to speak. You need to be really careful before uttering the words "Not my department, sir", because if the said "sir" finds out that it is indeed in your department, you'll be sacked! Get all the latest information on your company's policies.
- Be prepared at all times for unexpected situations! Call center jobs are really demanding because most employees aren't prepared for most kinds of eventualities. So think of every possible outcome that can arise when a particularly disgruntled customer calls up! Be one step ahead!
- Being courteous is a must if you are in the customer service sector. In fact, if someone is hurling abuses at you, you have to patiently listen and pretend like nothing is the matter! Tough, isn't it? But it's one of the pre requisites of getting into the customer service industry! You have to have really thick skin!
- Being humorous is another trick which will favor your case as a customer care and service representative. When tension is thick in the air or on the phone line, try and lighten things up by injecting humor into the scene! It works most times, but only if you know how to do it!
- Learn the art of making the customer feel important, even though you know that one disgruntled customer cannot make any difference whatsoever to your company. You have to make the customer feel like he or she matters a lot and that will be a secret to your success as a call centre employee or as a customer service representative in any other field.
- Be willing to take the initiative whenever the situation demands it of you. This will, if nothing else, ensure a speedy promotion for you and who doesn't want that?
- Make yourself prominent if you are good at the job. In fact, if you are good at what you do, don't be surprised if a customer you have dealt with sends a complimentary email to your manager if you go about things the right way!
- The best part about the customer service industry is that you can work on customer relationship jobs from home too, so why give up a golden opportunity like that?

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