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Chapter 3 Assignment

It can be extremely hard to pay attention and really listen. However it is incredibly important to listen to give the best customer service to the consumer. Cutting off a customer or getting impatient waiting for a customer to finish is not only impolite, but can damage the customer service. It can give the customer an automatic impression on the customer of what the company represents. We are a direct reflection of our company at all times and in all of our actions.

Learning to listen is a skill we take lightly yet is very important in all aspects of business. Whether you're in sales or the CEO of the company it essential to be able to listen and understand the content of what is being presented to us. Learning how to avoid poor listening skills is just the first step. Taking steps to improve listening effectiveness can improve your overall customer service skills that needed in every level of business. It isn't just in business is it a great skill to have but socially it is skill that will help in relationships and with family.