

Customer Service Representative

The Customer Service Representative provides outstanding customer service and support by providing helpful information and responding to enquiries and complaints through various channels. He/she will ensure customers are satisfied with products and services.

Responsibilities

- Maintain a positive, empathetic, and professional attitude toward customers at all times.
- Respond promptly to customer inquiries
- Communicate with customers through various channels
- Handle customer complaints; provide appropriate solutions and alternatives within the time limit; and follow up to ensure resolution.
- Promote company's products and services
- Keep records of customer interactions, transactions, comments, and complaints.
- Ensure customer satisfaction and provide professional customer support
- Provide feedback on the efficiency of the customer service process
- Perform other duties as assigned by your supervisor(s)

Requirements

- Bachelor's Degree in Business Administration, Management, Marketing or any other related field.
- Experience as a customer service representative in a restaurant
- A commitment to excellent customer service
- Ability to remain professional and courteous with customers always
- Excellent verbal and written communication
- Ability to multi-task and work under pressure in a fast-paced environment
- Proficient use of Microsoft Office packages
- Must be available to work occasional nights, holidays and weekends
- Experience in managing social media platforms may be an advantage