



# Customer Service Vs Customer Services Desk

## Customer Services

Customer services provides support to the customer for whatever they may need. This may be answering simple questions, collecting things for them, supporting them to find something and general store support.



Vs

## Customer Service Desk

A customer services desk is a department or person that supports or provides information for specific things. In retail this may be; returns, complaints, product information, exchanging items, dealing with faulty items and anything else that normally requires a trained or senior member of staff.

