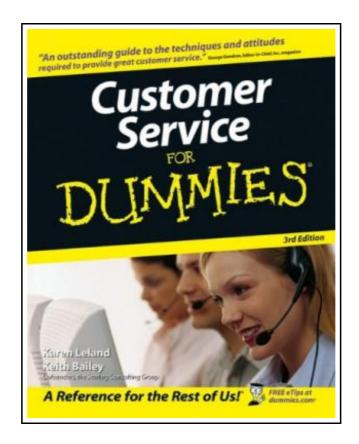
Customer Service For Dummies



Filesize: 4.38 MB

Reviews

Without doubt, this is actually the best operate by any article writer. Indeed, it can be perform, nonetheless an interesting and amazing literature. Its been written in an exceedingly straightforward way in fact it is only soon after i finished reading through this book through which in fact changed me, modify the way in my opinion.

(Miss Elissa Kutch V)

CUSTOMER SERVICE FOR DUMMIES



For Dummies, 2006. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Introduction.Part I: Creating the Customer-Centric Organization.Chapter 1: Championing Customer Service. Chapter 2: In-Focused or Customer-Focused: Where Do You Stand? Chapter 3: Building a Winning Service Strategy.Chapter 4: Better Service through Surveys: Questionnaires, Focus Groups, and Interviews.Chapter 5: Company-Wide Training as a Catalyst for Change.Part II: Take It from the Top: Service Management.Chapter 6: Coaching Service Excellence. Chapter 7: What You Can Measure, You Can Manage: Service Standards. Chapter 8: Beyond Employee of the Month: Reward and Recognition. Chapter 9: It Takes a Team: Problem-Solving with a Twist.Part III: Keeping Your Customers: Simple Actions, Significant Payoffs.Chapter 10: A Wink, a Smile, and a Nod: Body Language. Chapter 11: It's Not What You Say, It's How You Say It: Phone Tone and Etiquette. Chapter 12: It Takes Two to Tango: Getting in Step with Your Customer.Chapter 13: Turning Service Excellence into Sales Success: Five Timeless Techniques.Part IV: Road Blocks: When the Going Gets Rough.Chapter 14: Saying No: What to Do When You Can't Say Yes. Chapter 15: Seeing Red: Dealing with Difficult Customers. Chapter 16: Taking Initiative: Bouncing Back from Service Blunders. Chapter 17: The Gift of the Gaffe: Dealing with Customer Complaints.Part V: Working in a Wired World: Customer Service on the Web.Chapter 18: Clicking with Your Customers: Online Content and Commerce. Chapter 19: Making Your Web Site Shine with Site Design. Chapter 20: E-Mail Etiquette and Writing: Making the Most of the Medium.Chapter 21: CRM: Automating the Personal Touch.Part VI: The Part of Tens.Chapter 22: Ten Major Don'ts of Customer Service.Chapter 23: Ten Tips for Constructive Conflict with Co-Workers.Chapter 24: Ten Ways to Get Better Service as a Customer.Index.



Read Customer Service For Dummies Online

Download PDF Customer Service For Dummies

Other Kindle Books



Grandpa Spanielson's Chicken Pox Stories: Story #1: The Octopus (I Can Read Book 2)

HarperCollins, 2005. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Foreword by Raph Koster. Introduction. I. EXECUTIVE CONSIDERATIONS. 1. The Market. Do We Enter the Market? Basic Considerations. How...

Download ePub »



The Web Collection Revealed, Premium Edition: Adobe Dreamweaver CS6, Flash CS6, and Photoshop CS6 (Stay Current with Adobe Creative Cloud)

Cengage Learning, 2012. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: You can now maximize and integrate the design and development power of Adobe Creative Suite 6 with WEB...

Download ePub »



Maisy's Christmas Tree

Candlewick, 2014. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: The final scene of the gang caroling around the tree, complete with paper crowns from British Christmas crackers, is...

Download ePub »



Pickles To Pittsburgh: Cloudy with a Chance of Meatballs 2

Atheneum Books for Young Readers, 2000. Paperback. Book Condition: New. No Jacket. New paperbook print book copy of Pickles to Pittsburgh: Cloudy with a Chance of Meatballs 2 written by Judi Barrett. Drawn by Ron...

Download ePub »



It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em

HarperCollins Publishers. Paperback. Book Condition: new. BRAND NEW, It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em, Greg Behrendt, Amiira Ruotola-Behrendt, A fabulous new guide to dating...

Download ePub »