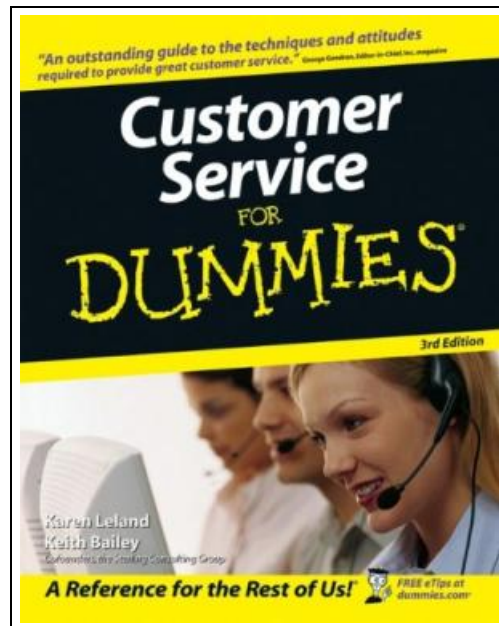


Customer Service For Dummies



Filesize: 3.59 MB

Reviews

This pdf may be worth acquiring. It can be written in easy words and phrases and not hard to understand. I am pleased to tell you that this is basically the finest book I have read through during my personal existence and might be the greatest pdf for at any time.
(Jeffry Tromp)

CUSTOMER SERVICE FOR DUMMIES



To download **Customer Service For Dummies** eBook, remember to follow the link below and save the file or have access to additional information that are highly relevant to CUSTOMER SERVICE FOR DUMMIES book.

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](#)

Relevant PDFs



[PDF] **It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em**

Access the hyperlink below to get "It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em" PDF file.

[Download eBook »](#)



[PDF] **THE Key to My Children Series: Evan s Eyebrows Say Yes**

Access the hyperlink below to get "THE Key to My Children Series: Evan s Eyebrows Say Yes" PDF file.

[Download eBook »](#)



[PDF] **TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (3-5 years) Intermediate (3)(Chinese Edition)**

Access the hyperlink below to get "TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (3-5 years) Intermediate (3)(Chinese Edition)" PDF file.

[Download eBook »](#)



[PDF] **Millionaire Mumpreneurs: How Successful Mums Made a Million Online and How You Can Do it Too!**

Access the hyperlink below to get "Millionaire Mumpreneurs: How Successful Mums Made a Million Online and How You Can Do it Too!" PDF file.

[Download eBook »](#)



[PDF] **Dog Poems For Kids Rhyming Books For Children Dog Unicorn Jerks 2 in 1 Compilation Of Volume 1 3 Just Really Big Jerks Series**

Access the hyperlink below to get "Dog Poems For Kids Rhyming Books For Children Dog Unicorn Jerks 2 in 1 Compilation Of Volume 1 3 Just Really Big Jerks Series" PDF file.

[Download eBook »](#)



[PDF] **Dog Cat Poems For Kids Rhyming Books For Children Dog Unicorn Jerks 2 in 1 Compilation Of Volume 2 3 Just Really Big Jerk Series**

Access the hyperlink below to get "Dog Cat Poems For Kids Rhyming Books For Children Dog Unicorn Jerks 2 in 1 Compilation Of Volume 2 3 Just Really Big Jerk Series" PDF file.

[Download eBook »](#)