



Putting The Care in Customer Service: Cause a Revolution in Your Business (Paperback)

By Kokeita K. Miller

Trafford Publishing, Canada, 2011. Paperback. Book Condition: New. 216 x 140 mm. Language: English . Brand New Book ***** Print on Demand *****.Do your Customers know you REALLY care? The business world is filled with technology - cell phones, voice mail, blackberries, computers, and laptops. The typical customer can get lost in something as simple as a company's phone routing system. Press 1 if you need information and hours of operation. Press 2 if you need an operator. By the time the customer makes it to a live person, they are frustrated or confused! To retain your current customer base and attract new customers, you MUST have a well trained customer service representative on the other end who is well trained. The customer service representative is the face of your company and your image is at stake every time the phone is answered. This book will bring everyone in your company, from the chief executive to the front line customer service staff back to the basics of good old fashioned customer service. The type of techniques discussed in this book help you to focus on how to show the customer that you care about them and that they are...



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