

FOURTH EDITION

CUSTOMER SERVICE

A PRACTICAL APPROACH



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Goodreads Choice Usa Customer Service

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Beth M. Whittaker,Lynne M. Thomas,2009-07-23 Advice and practical ideas for creating collecting and preserving digitized and born digital materials for optimal long term access and user engagement *Good Housekeeping Magazine* ,2009 **The Respect Effect: Using the Science of**

Neuroleadership to Inspire a More Loyal and Productive Workplace Paul Meshanko,2013-08-15 Meshanko has studied how the human brain responds in various workplace situations and his conclusion is astonishing People perform at their highest level when treated with respect Conversely when an employee is emotionally attacked by disrespectful behavior he or she shuts down He provides a practical action plan you can use to train yourself or others to get on track by understanding understand the initial biological reactions to what people say and do *Searcher* ,2007 *How to Win Customers* Jacques Horovitz,1990-01-01

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