

HOW TO MANAGE EXCELLENT CUSTOMER SERVICE

DIARA KENDRICH

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thinking in public or private domestic or international organizations and is written in a practical common sense manner reflecting current customer service concepts and hints Customer Service Robert W. Lucas, 1994-01-01 The Complete Guide to Customer Support Joe Fleischer, 2002-01-04 Today's support operations face greater responsibilities than the help desks of the 1990s That's because customers expect 24x7 assistance on whatever channel they choose no matter what type of products and or services they buy The Complete Guide t **Customer Service Training Maxine** Kamin, 2002 For any organization that wants to raise the bar for service excellence this book provides practical hands on guidance to help you quickly develop guidance to help you quickly develop customer service training Dozens of field tested exercises games activities icebreakers and assessment instruments help you teach employees the importance of customer service and improve their performance Shift Happens Stephanie Wood, 2004 Are You Ready to Bridge the Gap intricacies of delivering awesome customer service. The book identifies four important conceptual shifts that managers must make to enhance the organization's customer service culture employees first need to be served by well trained knowledgeable and valued staff of superior internal customer relations a renewed focus on effective management practices to support their desire to excel entire organization as a continuous strategic planning process and not an event that happens at the point of sale

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