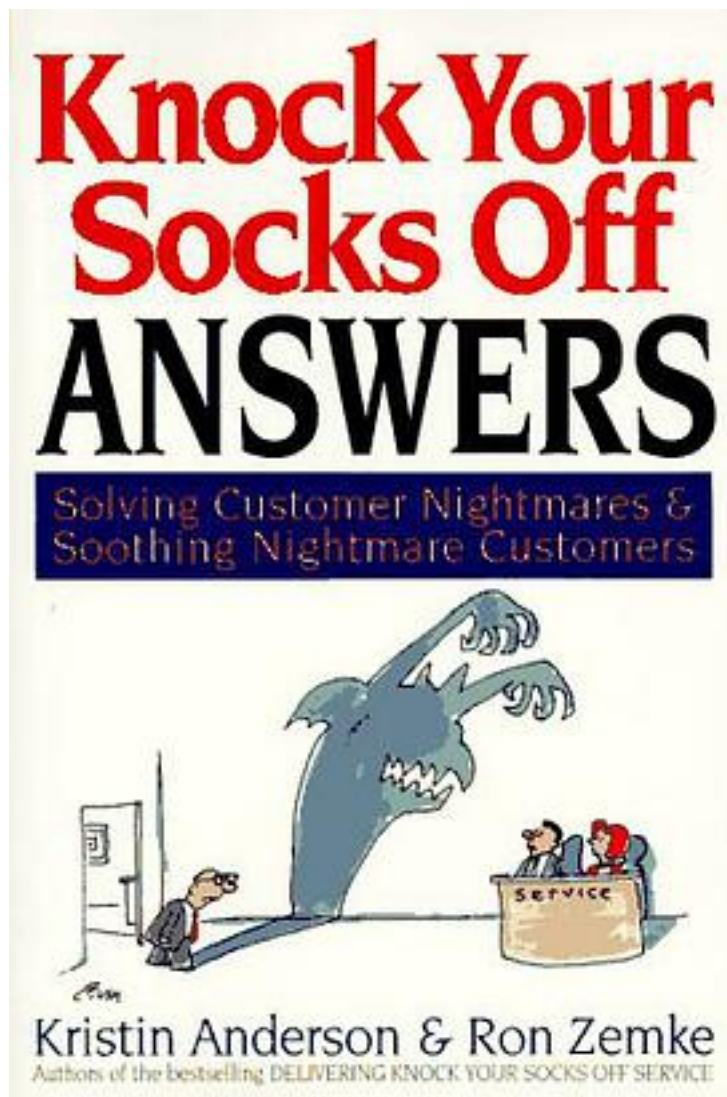


Knock Your Socks Off Answers



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出版者:Amacom Books

出版时间:1995-9

装帧:Pap

isbn:9780814478844

This humorous sequel to "Delivering Knock Your Socks Off Service" shows customer service providers how to deliver superior service under fire and field tough customer questions with ease. By dissecting actual customer service questions and challenges, the book enables service providers to deliver excellent service in any difficult customer situation. The reader discovers how to: interpret the wants, needs, attitudes and fears implicit in customer questions, and provide real benefits, not just a snappy retort; acquire finesse in negotiating win-win solutions; succeed in those questions that have no easy answers; and allow the customer to feel in control of the situation, even when the customer is wrong.

作者介绍:

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