

The Big Book of Customer Service Training Games



[The Big Book of Customer Service Training Games_ 下载链接1](#)

著者:Carlaw, Peggy/ Deming, Vasudha Kathleen

出版者:McGraw-Hill

出版时间:1998-9

装帧:Pap

isbn:9780070779747

Help your employees to excel in dealing with the public with this stimulating, fun-filled collection of customer service training games. Designed not only to teach important

skills but also to spark enthusiasm and a high level of involvement in the participants, these games utilize entertaining and instructive techniques such as role-playing, charades, brainstorming, and debate. As a result of these exercises, employees will learn how to create a rapport with the customer, how to focus on the unique needs of individual customers, how to maintain a positive attitude, and more.

作者介绍:

目录:

[The Big Book of Customer Service Training Games_ 下载链接1](#)

标签

评论

[The Big Book of Customer Service Training Games_ 下载链接1](#)

书评

[The Big Book of Customer Service Training Games_ 下载链接1](#)