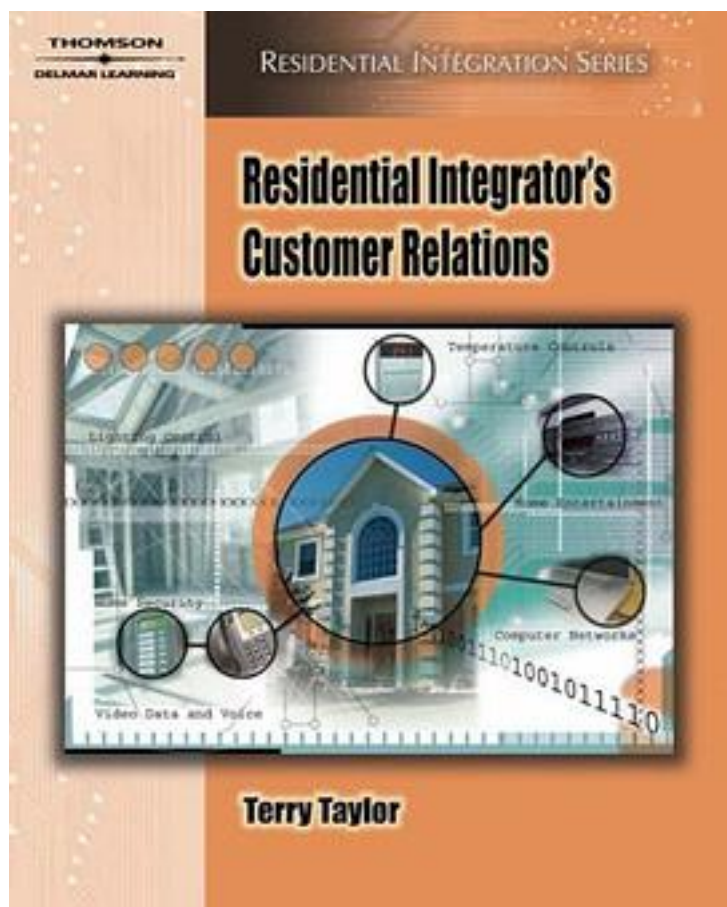


Residential Integrator's Customer Relations



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Residential integrators are often tasked with the responsibility of representing the company's mission, structure, attitude, and professionalism. This book covers the specific customer relationship skills that residential integrators need to be successful in the industry. In-depth coverage begins with a definition of excellent service as a

critical component for personal and professional success. Effective communication is then defined for face-to-face, telephone, email, and written interactions. Aspects of the client-employee relationship are also covered in detail, followed by the importance of client satisfaction to ensure that the relationship remains strong after an installation is complete.

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