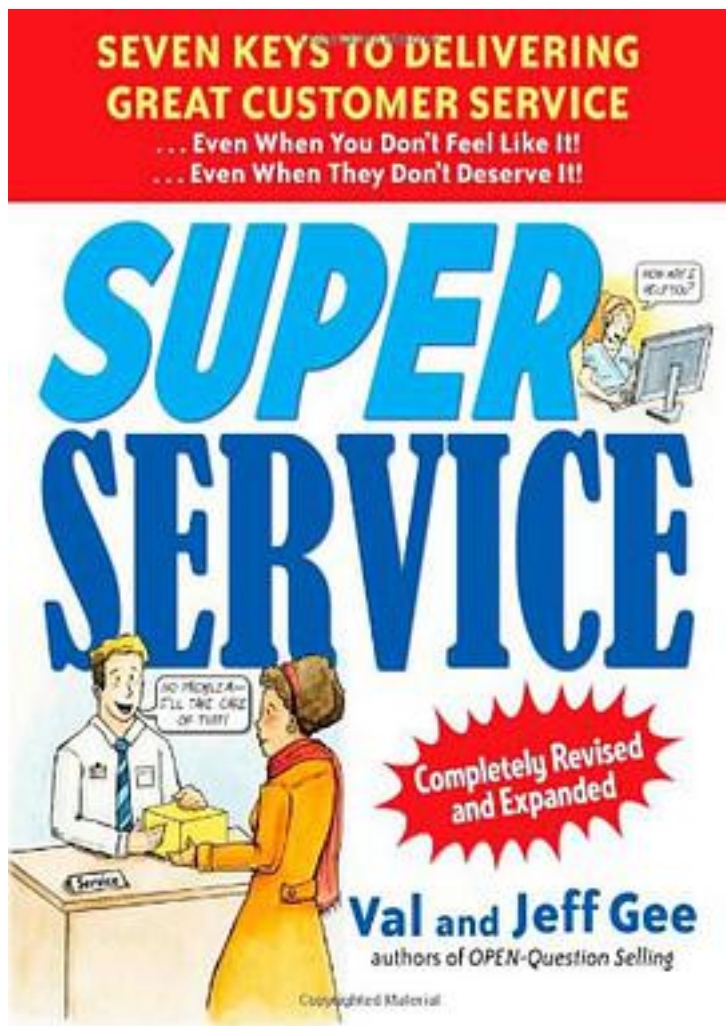


Super Service



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Don't just give them customer service.Give them Super Service! For more than a

decade, customer service professionals have turned to SuperService for the very best advice on dealing with demanding, dissatisfied, and downright difficult customers. Now, it has been completely revised and expanded to address today's unique customer-service issues. Super Service, 2nd Edition teaches you how to deliver great service in a way that enriches your life and keeps you from burning out. It provides the same advice that made the first edition a perennial favorite and includes all-new information on: Listening to customer needs Understanding today's savvy customer Adopting a positive attitude Adding value to the customer experience Providing service quickly and efficiently Customers are becoming increasingly savvy and demanding-which makes your job harder than ever. In order to ensure smooth interactions, you need to keep a step ahead-you need to deliver super service.

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