

10 Steps to Successful Customer Service



[10 Steps to Successful Customer Service_下载链接1](#)

著者:Maxine Kamin

出版者:American Society for Training & Development

出版时间:2010-2-1

装帧:Paperback

isbn:9781562865900

10 Steps to Successful Customer Service is an essential key practice check up designed to help both front line customer service professionals and their managers' maintain focus on creating satisfied, loyal customers. From front line motivation to building trust to tackling difficult problems, this book hits all the key customer satisfaction bases. Loaded with useful examples, exercises, and worksheets, readers will find powerful ways to reconnect to their organizations and discover fresh insight into their career.

作者介绍:

目录:

[10 Steps to Successful Customer Service 下载链接1](#)

标签

Service

Customer

评论

[10 Steps to Successful Customer Service 下载链接1](#)

书评

[10 Steps to Successful Customer Service 下载链接1](#)