



10 Steps to Successful Customer Service (ASTD 10 Steps Series)

Maxine Kamin

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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.

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