



Effective Skills Training: A Guide for Effective Customer Service Skills in the Workplace

By FrCs C D Johnson

Createspace Independent Publishing Platform, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Customer Services are a direct reflection of the company they work for. Every Sales Representative and/or Customer Service Representative needs to know what it takes to make you stand out in today s market. This manual was generated from personal experiences from 2004 to present. C.D. Johnson won the Outstanding Award every quarter in the year 2009 and the Customer Service Rep in the Year 2009. See how she did it! What did it take for her to win these awards? You cannot afford to lose your customers in today s market. Treating your customers with respect and integrity, making them feel like a million dollars and handling Customer Complains well, will keep them coming back, again and again!.

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