

## Managing knock your socks off service

Bell, Chip R., author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20437102&lokasi=lokal>

---

### Abstrak

In our increasingly connected world, customer service can make or break a business. Companies that excel keep customers coming back - and those who don't soon discover that word spreads fast. This title shows managers and supervisors how to: find and retain service-oriented people; understand customer needs, expectations and desires; and more.;