

Delivering knock your socks off service

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20438044&lokasi=lokal>

Abstrak

Extensively updated and expanded, one of the bestselling front-line customer service books ever published is now even better Keeping up with today's tougher and more demanding marketplace, Delivering Knock Your Socks Off Service is packed with all new techniques to help readers successfully work with even the most difficult customers.