

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.