

10 steps to successful customer service

Kamin, Maxine, author

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Abstrak

Providing great customer service has never been more critical for the success of any business. 10 Steps to Successful Customer Service is designed as a quick but effective check up to ensure that front line professionals as well as customer service managers focus on the key practices that keep and create satisfied customers. Beginning with a focus on individual motivation for service, Maxine Kamin covers all the bases critical for success from trust and relationship building to maintaining a big picture perspective to avoid burn out on the job.