

Award-winning customer service : 101 ways guarantee great performance

Evenson, Renee, 1951-, author

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Abstrak

<i>Delivering top-of-the-line customer service is Job #1 for most companies, an important factor in keeping profits high and customers coming back. Customer service problems can damage not just a company's reputation but its bottom line, so for busy managers -- and business owners with little time to search for solutions -- some fast help is needed.</i>