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Keys To Terrific Customer Service

Author :Laurence C Hatch / **Category** :Business & Economics
/ **Total Pages** : 100 pages

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- keys to terrific customer service is not just a motivational book like hundreds of other customer service books on the market it is a serious textbook that analyzes all aspects of customer satisfaction trends in modern high-tech service delivery and new concepts of measuring customer wants and needs in this fourth edition mr hatch has expanded the number of keys to 165 and the number of subkeys to several hundred practical useful ideas this 129 page text is packed full of practical sometimes humorous examples of customer service gone bad and also done with amazing skill and proficiency

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