

Complaint Is A Gift



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Reviews

The book is straightforward in go through better to understand. it had been writtern quite flawlessly and valuable. You can expect to like the way the author publish this book.

(Reyes Murphy)

COMPLAINT IS A GIFT



HarperCollins Publishers India Pvt. Ltd., Noida, India, 2013. Soft cover. Book Condition: New. A Complaint Is a Gift shows precisely how to handle complaints in a way that brings benefit to your organization and satisfaction to your customers even when you have to say no. The second edition features two brand-new chapters on receiving and responding to complaints of the Internet; a new section on how to deal with and take advantage of complaints that are directed at you personally; and, turning the tables, a section on how you can complain constructively and effectively. The text has been heavily revised throughout, with a wealth of new examples, tools, and strategies. Page Extent: 304.



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