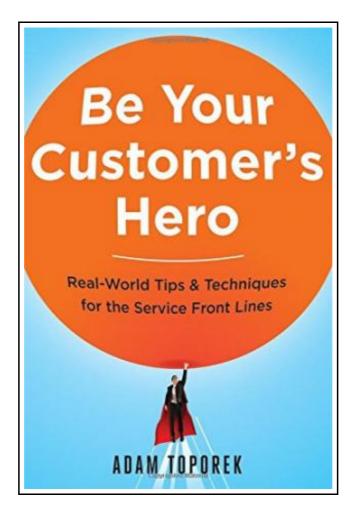
Be Your Customer's Hero: Real-World Tips & Techniques for the Service Front Lines



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Reviews

Excellent electronic book and valuable one. We have read and so i am sure that i am going to likely to study again once more in the foreseeable future. I am just happy to inform you that here is the very best book i have read during my personal lifestyle and might be he greatest book for possibly. (Brendan Wuckert)

BE YOUR CUSTOMER'S HERO: REAL-WORLD TIPS & TECHNIQUES FOR THE SERVICE FRONT LINES



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Amacom. Paperback. Book Condition: new. BRAND NEW, Be Your Customer's Hero: Real-World Tips & Techniques for the Service Front Lines, Adam Toporek, On the front lines of customer service, every day presents new and unexpected challenges - and even the most dedicated employees can be caught unprepared. They need confidence. They need training. They need help. Be Your Customer's Hero answers the call. The book provides customer-facing professionals with short, simple, actionable advice designed to transform them into heroes in the eyes of the customers they serve. Quick chapters show readers how to: achieve the mindset required for Hero-Class service; understand the customer's expectations - and exceed them; develop powerful communication skills; avoid the seven triggers guaranteed to set customers off; handle difficult and even irrational customers with ease; and become an indispensable part of any frontline team. Armed with the tools and techniques in this book, readers will start each workday knowing they can conquer whatever problem comes their way.

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