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Customer Service Workshop - NRCDR

Writing a customer service manual will help your employees conduct their jobs more easily and appropriately, without interfering or going against company policy in the process. It makes sense to have a professional write the manual, especially if you have no previous experience with writing

official documents.

How to Write a Customer Service Manual | Bizfluent

Disqus Culture Book. Disqus is a good example of a company who uses a “culture book” to communicate their vision, values, and beliefs in a way that preserves the start-up vibe, but separately has an official employee handbook to address things like labor law guidelines, anti-discrimination notices, etc.

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Good customer service can be the difference between being able to compete and survive and failing for small businesses. So I'm continually amazed at how many small business owners take a "wing and a prayer" approach to good customer service in their business; they hire what they think are good people and just assume that they'll do the right things – often without even bothering to do any ...

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The Importance of a Formal Customer Service Manual ...

The processes described in this manual are intended for use for all customer complaints regarding programs and services offered by CareerCenters. This includes offices of Service Providers who administer the Workforce Investment Act programs as well as CareerCenter Service Points.

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