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Successful Customer Care in a Week: Teach Yourself

By John H. Wellemin

Hodder & Stoughton General Division. Paperback. Book Condition: new. BRAND NEW, Successful Customer Care in a Week: Teach Yourself, John H. Wellemin, The ability to look after your customers is crucial to anyone who wants to advance their career. Written by Di McLanachan, a leading expert on customer care as both a coach and a practitioner, this book quickly teaches you the insider secrets you need to know to in order to keep your customers happy and coming back. The highly motivational 'in a week' structure of the book provides seven straightforward chapters explaining the key points, and at the end there are optional questions to ensure you have taken it all in. There are also cartoons and diagrams throughout, to help make this book a more enjoyable and effective learning experience. So what are you waiting for? Let this book put you on the fast track to success!.



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