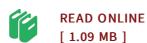




Be Your Customer's Hero: Real-World Tips & Techniques for the Service Front Lines

By Adam Toporek

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.



Reviews

The ideal ebook i possibly study. Better then never, though i am quite late in start reading this one. It is extremely difficult to leave it before concluding, once you begin to read the book.

-- Ava Witting

The ideal ebook i possibly study. Better then never, though i am quite late in start reading this one. It is extremely difficult to leave it before concluding, once you begin to read the book.

-- Ava Witting

Related eBooks



Learn em Good: Improve Your Child s Math Skills: Simple and Effective Ways to Become Your Child s Free Tutor Without Opening a Textbook

Createspace, United States, 2010. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****. From a certified teacher and founder of an online tutoring website-a simple and effective guide for parents and students to...



Superhero Max- Read it Yourself with Ladybird: Level 2

Penguin Books Ltd. Paperback. Book Condition: new. BRAND NEW, Superhero Max- Read it Yourself with Ladybird: Level 2, Superhero Max - Max is an ordinary boy, but he is also Swooperman, a superhero! When the baddies take his swoop boots, can he...



Peter Rabbit: the Angry Owl - Read it Yourself with Ladybird: Level 2

Penguin Books Ltd. Paperback. Book Condition: new. BRAND NEW, Peter Rabbit: the Angry Owl - Read it Yourself with Ladybird: Level 2, Peter Rabbit: The Angry Owl Squirrel Nutkin has lost Old Brown's glasses and the owl is not happy! Will Peter...



Big Machines - Read it Yourself with Ladybird: Level 2

Penguin Books Ltd. Paperback. Book Condition: new. BRAND NEW, Big Machines - Read it Yourself with Ladybird: Level 2, Big Machines Trucks lift things and move them about all day long. Find out all about diggers, bulldozers, tractors and other big machines....



The Monster Next Door - Read it Yourself with Ladybird: Level 2

Penguin Books Ltd. Paperback. Book Condition: new. BRAND NEW, The Monster Next Door - Read it Yourself with Ladybird: Level 2, The Monster Next Door, George wants to be a monster, just like his neighbour Green. Green wants be normal, just like...



Peppa Pig: Camping Trip - Read it Yourself with Ladybird: Level 2

Penguin Books Ltd. Paperback. Book Condition: new. BRAND NEW, Peppa Pig: Camping Trip - Read it Yourself with Ladybird: Level 2, Peppa Pig and her family are going on holiday in their camper van. Find out what happens when they get lost...