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The Robot Syndrome: How to Overcome It and Provide Uniquely Human Customer Service

By John J. Miksa

AuthorHouse. Paperback. Book Condition: New. Paperback. 156 pages. Dimensions: 8.0in. x 5.0in. x 0.4in. The Great Global Recession has rumbled through the worlds economies like a freight train out of control and wreaked havoc with businesses both large and small in every industry. Fewer customers are spending less and demanding more satisfaction with every purchase. And as companies continue to reduce the size of their workforces, employees are challenged as never before to maintain and improve customer satisfaction. How can employees at every level in a company contribute to delivering uniquely human customer service How can they learn to overcome using robot-like responses to address customer service issues What must every employee learn to do to help transform their companys customer service into a competitive advantage In his book, The Robot Syndrome, John presents a highly practical set of Adaptive Service Principles and companion Pointers to address what may be todays most pressing business issue. Using an entertaining combination of wit, common sense, and practical advice, he presents a new way to help companies achieve and sustain the highest possible level of customer satisfaction. By using the principles and pointers that he sets forth, individuals will become more adaptive and will...



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