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The Customer Service Survival Kit: What to Say to Defuse Even the Worst Customer Situations PDF



by Richard S. Gallagher : **The Customer Service Survival Kit: What to Say to Defuse Even the Worst Customer Situations**

ISBN : #0814431836 | Date : 2013-03-20

Description :

PDF-13700 | The worst customer situations demand more of front-line employees than good intentions and the right attitude. These kinds of issues can send seasoned service professionals into red alert, and require the communication skills of a crisis counselor. The Customer Service Survival Kit explains how to use the right words to turn volatile scenarios into calm and productive customer encounters. Anyone c... *The Customer Service Survival Kit: What to Say to Defuse Even the Worst Customer Situations*

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