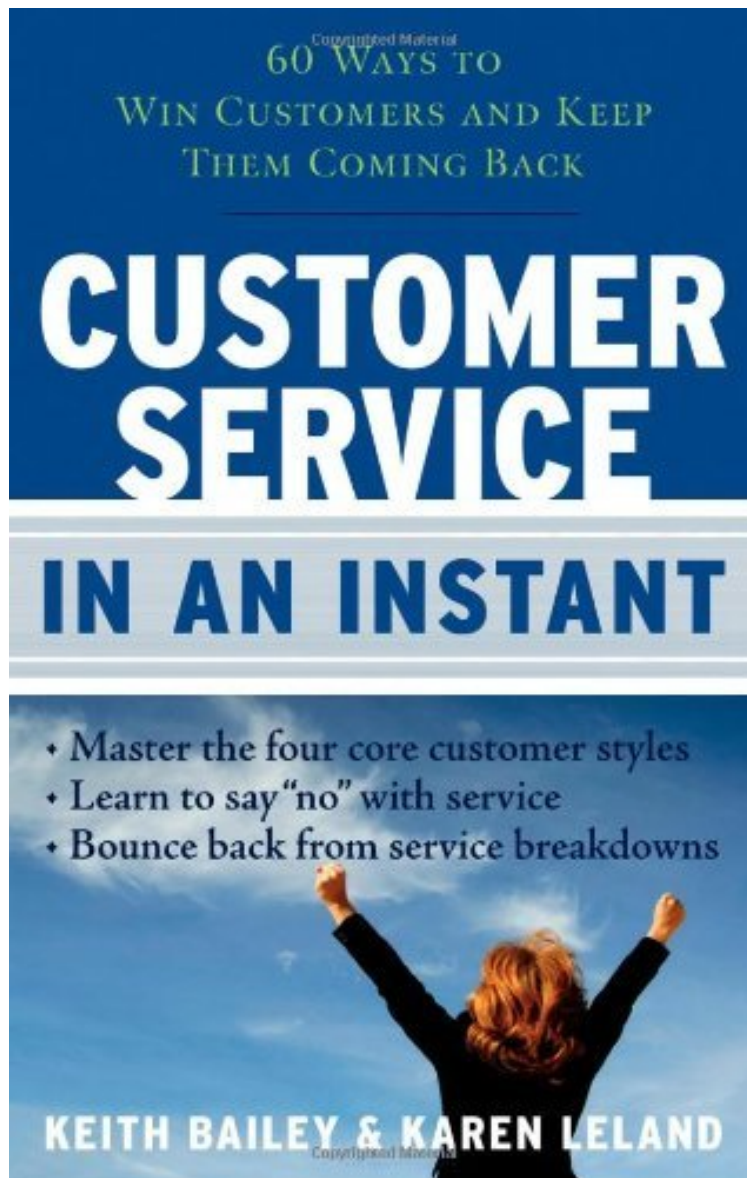


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Customer Service In an Instant: 60 Ways to Win Customers and Keep Them Coming Back (In an Instant (Career Press))

Karen Leland, Keith Bailey

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Karen Leland, Keith Bailey : Customer Service In an Instant: 60 Ways to Win Customers and Keep Them Coming Back (In an Instant (Career Press)) before purchasing it in order to gage whether or not it would be worth my time, and all praised Customer Service In an Instant: 60 Ways to Win Customers and Keep Them Coming Back (In an Instant (Career Press)):

0 of 0 people found the following review helpful. Boasting sixty tips and techniques to keep the customer happy
By Midwest Book Review
A happy customer is a regular customer. "Customer Service in an Instant: 60 Ways to Win Customers and Keep Them Coming Back" is a guide to one of the most vital aspects to business, customer service. Boasting sixty tips and techniques to keep the customer happy and how to apply them in the quickest and most effective ways possible, it's invaluable in building relationships and bonds with customers, even when having to refuse a request. "Customer Service in an Instant" is highly recommended reading for any business manager who values the power of customer service.

This work will help you learn how to create and project a winning service attitude in the often stress-filled environment of work and discover powerful actions you can take to increase customer loyalty and retention.

From the Back Cover
The In An Instant series is a new brand of user-friendly, engaging, and practical reference guides on core business topics, which capitalizes on the authors' extensive experience and knowledge, as well as interviews they have conducted with leading business experts. Written in an upbeat and engaging style, the series presents 60 tips and techniques with anecdotes, examples, and exercises that the reader can immediately apply to make their work life more efficient, effective, and satisfying.
About the Author
Karen Leland is a partner in Sterling Consulting Group and coauthor with Keith Bailey of the best-selling Customer Service for Dummies and Watercooler Wisdom: How Smart People Prosper in the Face of Conflict, Pressure and Change. Her consulting clients include American Express, Roche, Marriott Hotels, and Oracle. She is a familiar face in the media and has been interviewed by Time, Newsweek, Ladies Home Journal, Women's Day, CBS, and Oprah. She lives in San Rafael, California. Keith Bailey is a partner in Sterling Consulting Group. His consulting clients include Microsoft, ATT, Johnson and Johnson, and Lufthansa. He has been interviewed by Fortune, Entrepreneur, Inc. magazine, and CNN. He lives in Mill Valley, California.