

The World Of Customer Service

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The World Of Customer Service

THE WORLD OF CUSTOMER SERVICE, 3rd Edition demonstrates how effective customer service techniques can help your students and their organizations achieve critical goals, deal with problems and complaints, consistently exceed customer expectations, and create loyal customers.

The World of Customer Service, 3rd Edition - Cengage

It's not often that I would review a textbook, but the World of Customer Service is really well written. I enjoyed the class which consisted of the book primarily. The chapters are well laid out and the material is current and relevant.

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The World of Customer Service 3rd Edition by Pattie Gibson and Publisher Cengage Learning. Save up to 80% by choosing the eTextbook option for ISBN: 9781133708476, 1133708471. The print version of this textbook is ISBN: 9780840064240, 0840064241.

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The World of Customer Service, 2e is easy to read, has a user-friendly design, practical customer service tips, and strong critical thinking projects. The text focuses on the role of customer service in helping organizations accomplish their goals, deal with problems and com-plaints, win new customers, and create loyal customers. At a Glance

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Customer Service | On Top of the World Info

I read this for a customer service course I took at school. As someone who's been involved with customer service for around ten years, a lot of it wasn't new to me, but I did learn some things. I do have kind of mixed feelings about some of the things in the book itself, generally with regard to how ...

The World of Customer Service by Pattie Gibson

Customer service is the direct one-on-one interaction between a consumer making a purchase and a representative of the company that is selling it.

Customer Service Definition - investopedia.com

The World of Customer Service 2E teaches exemplary customer service tactics used by professionals in all types of organizations. Reflecting current concepts and tips, this practical text focuses on strategies for reaching company goals, dealing with problems and complaints, winning back customers, and creating loyal customers.

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The goal of customer service is to transform an unhappy customer into a customer who feels thrilled about how well they were taken care of when they reached for out for assistance.

7 Essentials of Great Customer Service

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Customer Service

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When you satisfy your customers, they not only help you grow by continuing to do business with you but they will also recommend you to friends and associates. The practice of customer service should be as present on the showroom floor as it is in any other sales functions and pertinent in the overall company environment.

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