

《Five-Star Customer S》

图书基本信息

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内容概要

"A person with a good attitude and a modicum of talent can be coached and molded into just about anything in this life. That certainly goes double for customer service. Often, the right people aren't currently providing a high enough level of service simply because they haven't been exposed to it in their lives, and so they don't realize a new plateau even exists. My job, in large part, is to open people's eyes to their five-star potential, give them the tools they need to get there, and then get out of their way." - Ted Coine

Written in an easy-to-read, conversational style, full of real-world examples and thought-provoking discussion topics, Five-Star Customer Service is a must-read for anyone who works with the public - and even for those who don't! www.coinetraining.com

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