

Be your customer's hero : real-world tips & techniques for the service front lines

Toporek, Adam, author

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Abstrak

On the front lines of customer service, every day presents new and unexpected challenges - and even the most dedicated employees can be caught unprepared. They need confidence. They need training. They need help. This book answers the call by providing customer-facing professionals with short, simple, actionable advice designed to transform them into heroes in the eyes of the customers they serve. Chapters show readers how to: achieve the mindset required for hero-class service; understand the customer's expectations - and exceed them; develop powerful communication skills; avoid the seven triggers guaranteed to set customers off; handle difficult and even irrational customers with ease; and become an indispensable part of any frontline team. Armed with the tools and techniques in this book, readers will start each workday knowing they can conquer whatever problem comes their way.