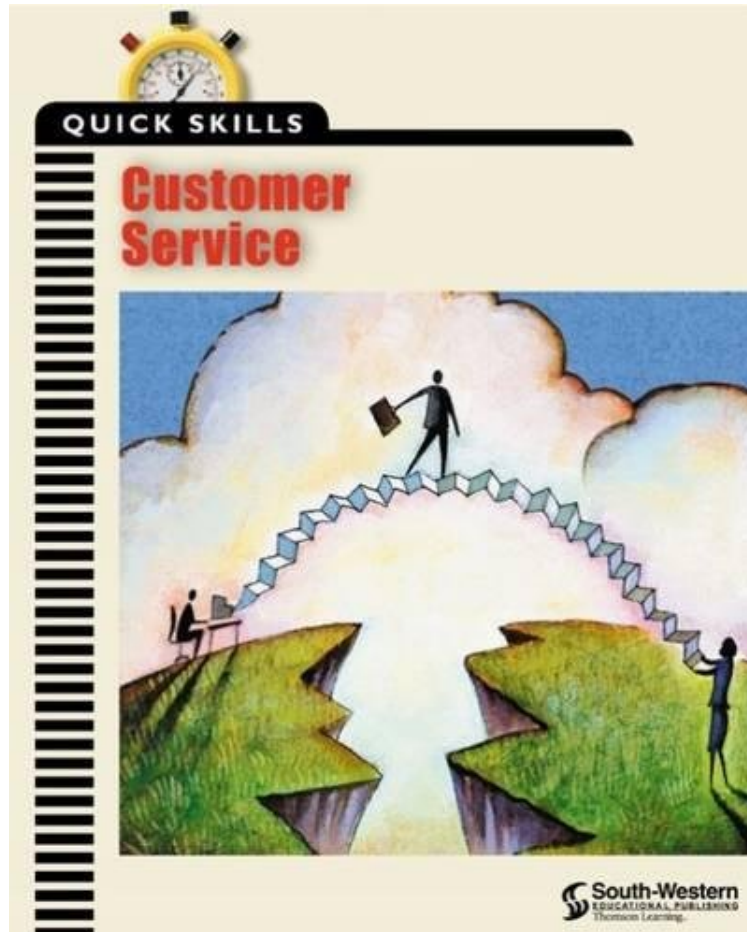


(Ebook pdf) Quick Skills: Customer Service

Quick Skills: Customer Service

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This book enhances the reader's opportunity for career success by targeting fundamental skills.Customer Service will provide foundations for effectively working with others. Covering areas such as forming good relationships, soothing unhappy customers and using the telephone as a customer service tool, this is the perfect reference for the experienced professional, those re-entering the workforce and those beginning their careers.

1. Putting the Customer First, 2. Knowing Your Customers, 3. Pleasing the Customer, 4. Building a Partnership, 5. Providing Superior Service, 6. Soothing Dissatisfied Customers, 7. Customer Service by Telephone, 8. Serving Customers Electronically, 9. Customer Diversity

About the Author
Career Solutions Training Group (CSTG) is a company of experienced forward-looking educators, trainers, and business professionals with a focus on sharpening workplace readiness skills for the 21st Century. CSTG provides consulting services to educational institutions and government agencies and their business partners. They also produce unique and highly effective publications for a wide range of education and training situations.