

Customer Service Pocketbook

Managers Guide for Welding 2ND Edition, Memoirs from the Beijing Film Academy: The Genesis of China's Fifth Generation (Asia-Pacific: Cultur, Freedom, Modernity, and Islam: Toward a Creative Synthesis (Modern Intellectual and Political Histor, Counting Blessings, Seven Nights To Surrender: Art of Passion 1,

The 'Customer Service Pocketbook' is for people working in companies, utilities and public sector organisations, whether they face the paying customer directly or whether they help colleagues ("internal customers") who ultimately serve the end-customer.5/5(1). For leaders of customer service teams, The Managing Customer Service Pocketbook draws on some startling statistics to highlight the benefit of building customer loyalty. For example, one study shows that a mere 5% increase in customer loyalty can boost profitability by up to 85%. The Customer Service Pocketbook has 6 ratings and 1 review. This title is for everyone who contributes, directly or indirectly, to giving the customer go /5. customer service in , drawing on his extensive experience consulting and training in multinational and growing companies, as well as within local and central government.

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