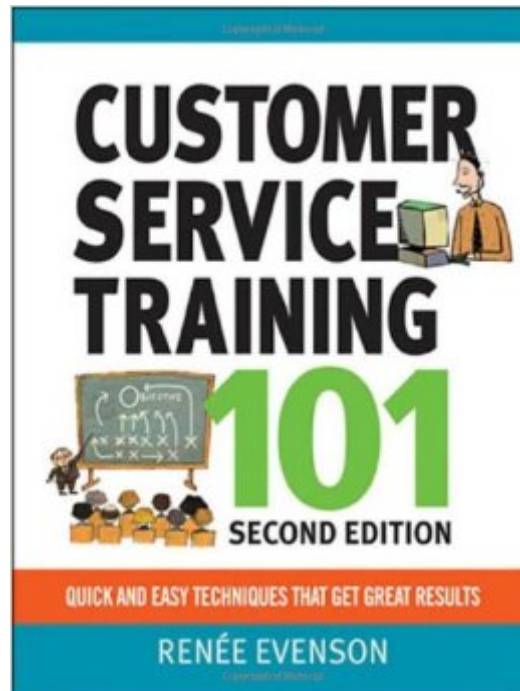


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# Customer Service Training 101: Quick And Easy Techniques That Get Great Results



## Synopsis

Your service team may represent the first, last, or only interaction point between your customers and your company. Your front-line service professionals make or break countless opportunities, leads, sales, and relationships every day. Completely revised and updated to meet the challenges of a new service landscape, the second edition of Customer Service Training 101 presents proven techniques for creating unforgettable customer experiences. The book covers every aspect of face-to-face, phone, Internet, and self-service customer relations, and provides simple yet powerful tips for:

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Dog Training: A Step-by-Step Guide to Leash Training, Crate Training, Potty Training, Obedience and Behavior Training  
Customer Service: Career Success Through Customer Loyalty (6th Edition)  
The Customer Service Survival Kit: What to Say to Defuse Even the Worst Customer Situations  
Exceptional Service, Exceptional Profit: The Secrets of Building a Five-Star Customer Service Organization  
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