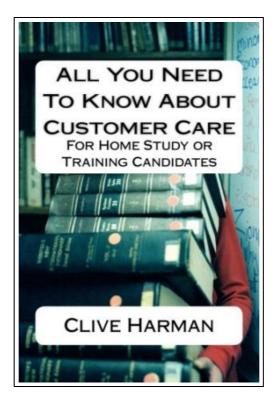
## All You Need to Know about Customer Care: For Home Study or Training Candidates (Paperback)



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### Reviews

This publication is worth acquiring. It is actually full of knowledge and wisdom You are going to like the way the blogger publish this book. (Prof. Stanley Hermiston)

# ALL YOU NEED TO KNOW ABOUT CUSTOMER CARE: FOR HOME STUDY OR TRAINING CANDIDATES (PAPERBACK)



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Createspace Independent Publishing Platform, United States, 2016. Paperback. Condition: New. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. Learn Customer Care There s no doubt, the first lesson for you to learn and be clear from the start is: You re not doing customers a favour by serving them. They re doing you a favour by giving you the opportunity to serve them. Frankly, Customer Service is one of the subjects you can t fake. Of course, some people will tell you can do fine without an understanding of customer service WRONG! Just take a look at their customer service. Their actions speak for themselves. However, the big problem is most training programmes on this subject is that they tell you what to do but leave you hanging on how to do it. You practically had to be a brain surgeon to figure it out. This customer service training provides everything you need to professionally deliver Customer Service Training. It includes, hands-on exercises detailed instructor s guide, student workbook and assessment in two ring binders and on disk for you to easily customise - Microsoft Word documents and PowerPoint presentation slides. Why do you need customer service training? In today s competitive markets, customer care determines the winners and losers. Here are some of the many proven benefits of putting customer care training at the heart of your organisation. Stand head and shoulders above the competition Exceed customer expectations and encourage repeat business Increase business through word of mouth recommendations Attract higher quality staff and improve staff retention Do you recognise that customer care is the key to successful, profitable and enjoyable business, yet feel that your company - or people within it - are failing to deliver what is required? The concept of Customer Care is...

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