



Be Your Customer's Hero: Real-World Tips & Techniques for the Service Front Lines

By Adam Toporek

Amacom. Paperback. Book Condition: new. BRAND NEW, Be Your Customer's Hero: Real-World Tips & Techniques for the Service Front Lines, Adam Toporek, 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. Be Your Customer's Hero answers the call. The book provides customer-facing professionals with short, simple, actionable advice designed to transform them into heroes in the eyes of the customers they serve. Quick 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.



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Reviews

This written publication is wonderful. It really is loaded with knowledge and wisdom You will not really feel monotony at at any time of your time (that's what catalogues are for relating to if you ask me).

-- Desmond Becker

Absolutely essential go through publication. I am quite late in start reading this one, but better then never. You will not feel monotony at at any time of the time (that's what catalogues are for regarding if you ask me).

-- Ambrose Thompson II