



The Customer Service Toolkit

By Stuart Emmett

Management Books 2000 Ltd, 2000. Paperback. Book Condition: new. BRAND NEW, The Customer Service Toolkit, Stuart Emmett, Part of a brand new series of concise management pocketbooks, this book addresses the key area of customer service. This book provides quick advice on how to develop a customer focus within your business, and how to make sure that customer service is developed to the highest possible level. It provides straightforward practical guidance on improving customer communications, identifying and meeting customer needs, managing and exceeding customer expectations, and complaints handling. It is packed with tips for improved performance at all sales levels, from the shop floor right up to the sales director level. This is a guide both for managers wishing to help their staff to improve performance, and also for individuals wanting to improve their own performance. The pocketbooks are short, attractively designed, and purpose-built for quick and easy reference.

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