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Telephone Courtesy & Customer Service

Third Edition

- The Importance of the Telephone to Your Organization
- Learning to Understand the Customer's Needs
- Telephone Statements You Must Avoid
- The Value of Asking Effective Questions



Lloyd C. Finch

Telephone Courtesy And Customer Service

Charles R. McConnell



Telephone Courtesy And Customer Service:

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How Can I Help You? ,2009 **Operations and Management Principles for Contact Centres** Esther Hoffmann, Dennis Farrell, Neil Lilford, Mariaan Ellis, 2008-09 Several South African agencies institutes organizations and professional bodies are promoting and developing contact center operations in order to satisfy international and national market demands Accordingly additional information knowledge and experience are needed to improve on how organizations integrate core business processes into these contact centers Responding to this need the industry is now being represented in higher education Featuring sections on managing contact center performance recruiting training and motivating staff and customer relations management this comprehensive course guide cowritten by several experts in the field is ideal for institutions offering courses for contact center agents and anyone working in the contact center industry *Customer Service Over the Phone* Stephen Coscia, 1999-01-11 Exceptional customer service is crucial to a successful phone based

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