

《Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation (Perfect Phrases Series) 客服妙语》

书籍信息

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内容简介

A satisfied customer is a loyal customer, and in today's supercompetitive business economy few things are as crucial to a company's bottom line as the quality of its customer service. This latest title in the popular Perfect Phrases series is just the thing for customer service employees and those who train and manage them. Perfect Phrases for Customer Service gets you quickly up and running with everything you need to keep customers happy and loyal, including:

- Clear explanations of the reasons for difficult customer behaviors
- Proven tools and techniques for successfully handling even the most cantankerous customers
- 101 dialogues and *s organized according to types of difficult behaviors, usable as is or as part of a training program, and easily tailored to any industry and company culture

目录

Contents

Preface

About the Author

Part One Succeeding at Customer Service

Chapter P. Basics of Customer Service

What . Sin otforMe?

Different Kinds of Customers

FirsThings First--Dispelling an Important

Customer Service Myth

UnderStandin □ What Customers Want

AboutThis Book P3

Chapter 2. Customer Service Tools and Techniques

Above and Beyond the Call of Duty

Acknowledge Customer's Needs

Acknowledging Without Encouraging

Active Listening

Admitting Mistakes

Allowing Venting

Apologize

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Part Two. Dealing with Specific Customer Situations

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