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THE CUSTOMER SERVICE SURVIVAL KIT: WHAT TO SAY TO DEFUSE EVEN THE WORST CUSTOMER SITUATIONS



Amacom. Paperback. Book Condition: new. BRAND NEW, The Customer Service Survival Kit: What to Say to Defuse Even the Worst Customer Situations, Richard S. Gallagher, The worst customer situations demand more of front-line employees than good intentions and the right attitude. These kinds of issues can send seasoned service professionals into red alert, and require the communication skills of a crisis counselor. "The Customer Service Survival Kit" explains how to use the right words to turn volatile scenarios into calm...

Download PDF The Customer Service Survival Kit: What to Say to Defuse Even the Worst Customer Situations

- Authored by Richard S. Gallagher
- Released at -



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Reviews

This publication is definitely not effortless to get going on looking at but really exciting to read through. It really is rally intriguing through looking at time period. Its been written in an remarkably straightforward way which is just soon after i finished reading through this book where basically altered me, change the way i think.

-- **Erna Langosh**

Simply no words to spell out. It can be rally fascinating through studying period of time. You will not really feel monotony at at any moment of your own time (that's what catalogues are for concerning if you ask me).

-- **Dr. Isabella Turner**

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