



## Call Center: A Focus on Customer Service (Paperback)

By Gwen F Oglesby

Brown Books Publishing, United States, 2016. Paperback. Condition: New. Language: English . Brand New Book. Gwendolyn Oglesby has built most of her career working in customer service with the ultimate goal of creating memorable employee-customer experiences and positive workplace environments. Managing employees, serving customers, building a team culture- she s done it all. Now she s ready to share her experience and equip readers with the tools and knowledge she has acquired. Call Center explores the various factors that negatively impact customer service. It encourages employees to reach their full potential through Oglesby s personal experience and inspiring professional philosophies. Each chapter features practical tips, self-analysis, and thought-provoking questions designed to engage readers in the anatomy of a healthy workplace - all of which can position the employee for growth, recognition, and promotion. Readers will also enjoy Oglesby s flair for humor. At the end of the day, customer service is not just about serving the customer; it means serving your team as well.



**READ ONLINE**  
[ 6.86 MB ]

### 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*

## Other PDFs



### [Boost Your Child s Creativity: Teach Yourself 2010](#)

Hodder Stoughton General Division, United Kingdom, 2011. Paperback. Book Condition: New. 196 x 130 mm. Language: English . Brand New Book. Every parent wants their child to achieve their full potential. Whatever your child s interest or inclination, from art to music,...



### [The Official eBay Guide: To Buying, Selling and Collecting Just About Everything](#)

Simon & Schuster Ltd. Paperback. Book Condition: new. BRAND NEW, The Official eBay Guide: To Buying, Selling and Collecting Just About Everything, Laura Fisher Kaiser, Michael Kaiser, Omidyar, Pierre, HAPPY HUNTING(TM) ON eBay Aunt Fannie's cameo pin collection.the cartoon-character lunch boxes you...



### [Mass Media Law: The Printing Press to the Internet](#)

Peter Lang Publishing Inc, United States, 2013. Paperback. Book Condition: New. New.. 251 x 175 mm. Language: English . Brand New Book. Digital media law is now the dynamic legal territory. Mass Media Law: The Printing Press to the Internet is a...



### [Most cordial hand household cloth \(comes with original large papier-mache and DVD high-definition disc\) \(Beginners Korea\(Chinese Edition\)](#)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date: Unknown in Publisher: Henan Science and Technology Press Information Original Price: 78.00 yuan Author: Publisher: Henan Science and...



### [Adobe Photoshop CS6 Revealed \(Hardback\)](#)

Cengage Learning, Inc, United States, 2012. Hardback. Book Condition: New. 236 x 193 mm. Language: English . Brand New Book. Adobe Photoshop has long provided cutting edge technology for sophisticated digital editing, and ADOBE PHOTOSHOP CS6 REVEALED provides a solid foundation for...



### [Ip Man Wing Chun Basics \(the movie Ip Man director Sin Kwok. Ip Man master\(Chinese Edition\)](#)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date: Unknown Pages: 129 in Publisher: China Industrial and Commercial Joint Press Information Original Price: 29.90 yuan Author: Liang...