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All You Need to Know about Customer Care: For Home Study or Training Candidates (Paperback)

By MR Clive M Harman

Createspace Independent Publishing Platform, United States, 2016. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****. Learn Customer Care There s no doubt, the first lesson for you to learn and be clear from the start is: You re not doing customers a favour by serving them. They re doing you a favour by giving you the opportunity to serve them. Frankly, Customer Service is one of the subjects you can t fake. Of course, some people will tell you can do fine without an understanding of customer service WRONG! Just take a look at their customer service. Their actions speak for themselves. However, the big problem is most training programmes on this subject is that they tell you what to do but leave you hanging on how to do it. You practically had to be a brain surgeon to figure it out. This customer service training provides everything you need to professionally deliver Customer Service Training. It includes, hands-on exercises detailed instructor s guide, student workbook and assessment in two ring binders and on disk for you to easily customise - Microsoft Word documents and PowerPoint presentation slides. Why do you need customer service...



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