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Customer Service Survival Kit Richard S. Gallagher, 2013 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 and productive customer encounters Anyone can learn this delicate art with the book s blend of clear techniques lessons from behavioral science case studies situation specific advice and practice exercises Readers will discover The power of leaning into criticism Trigger phrases that can make bad situations worse The secret to helping people feel deeply heard in a crisis How to use the divide and conquer approach to safely deliver bad news Indispensable problem solving tools How to become immune to intimidation How to wrap up transactions so that customers are happy And more Best yet learning to handle worst case scenarios has the spillover effect of boosting the skills and confidence needed to deal effectively with ANY customer the key to radical improvements in every organization *Customer Service* Peter Shankman,2011 Use Social and Viral Technologies to Supercharge your Customer Service Using social media you can deliver amazing customer service and generate an army of fans who ll promote you in good times and rescue you from disaster Now legendary online marketing expert Peter Shankman shows you exactly how to do all that without spending a fortune Shankman draws on his immense experience as founder of the online growth company HARO and marketing consultant to multiple Fortune 500 clients He presents straight to the point solutions for building customer loyalty trust and credibility online and rebuilding it when catastrophe strikes Companies around the world are driving enormous value from online customer service at remarkably low cost You can too Peter Shankman will show you how step by step right now You ll learn how to Organize a small powerful social media team on a tight budget Listen to what your customers advisors and markets are really saying Make prospects feel like rock stars from the moment they find you Choose online media that make the most sense for you Avoid wasting time with platforms that won t help you Earn your customer s loyalty trust and credibility Learn from other companies viral disasters Rebuild your credibility after you ve taken a public hit online Make sure everyone hears your customers when they compliment you Capture all your customer knowledge and use it in real time Keep people talking and not just about you **Sleeping on the Job** Ivy Deans,2015-01-01 Stacy an unemployed woman desperate to find employment finally lands a job in Customer Service but the level of service required by the customers is much more than she had signed up for Seduced and blackmailed by her boss addicted to the luxurious lifestyle the financial compensation affords her Stacy does the unexpected Purchase this book to dive into the details of what a typical sex filled day on the job is like for Stacy and what Customer Service means

The Top Books of the Year Romantasy S This Week Customer Service The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous engrossing novels captivating the hearts of readers worldwide. Lets delve into the realm of bestselling books, exploring the captivating narratives that have captivated audiences this year. The Must-Read : Colleen Hoover's "It Ends with Us" This poignant tale of love, loss, and resilience has gripped readers with its raw and emotional exploration of domestic abuse. Hoover expertly weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can succeed. Uncover the Best : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This intriguing historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids compelling storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Romantasy S This Week Customer Service : Delia Owens "Where the Crawdads Sing" This evocative coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens crafts a tale of resilience, survival, and the transformative power of nature, entrancing readers with its evocative prose and mesmerizing setting. These bestselling novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of engaging stories waiting to be discovered. The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a brilliant and suspenseful novel that will keep you guessing until the very end. The novel is a warning tale about the dangers of obsession and the power of evil.

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