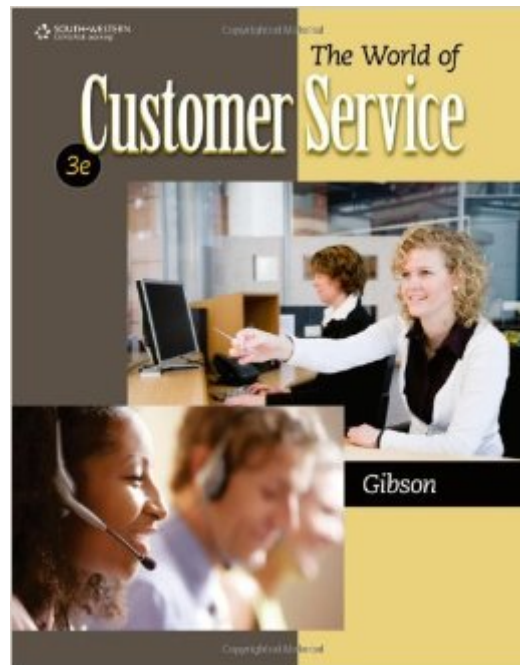


The book was found

# The World Of Customer Service



## Synopsis

Master the exceptional customer service skills that are most important in all types of organizations today with the powerful, practical presentation in THE WORLD OF CUSTOMER SERVICE, 3rd Edition. This book demonstrates how effective customer services techniques can help readers and their organizations achieve critical goals, deal with problems and complaints, consistently exceed customer expectations, and create loyal customers. Readers focus on the strategies most important in customer service today with insights and memorable examples from practicing professionals. Several new chapters highlight how to maximize revenue and customer satisfaction, effectively solve problems and resolve complaints, and better understand the impact and potential of today's social media. Future and practical professionals also gain new insights on establishing their own personal customer service habits for success in all areas of business.

## Book Information

Paperback: 224 pages

Publisher: Cengage Learning; 3 edition (June 20, 2011)

Language: English

ISBN-10: 0840064241

ISBN-13: 978-0840064240

Product Dimensions: 8.4 x 0.4 x 10.7 inches

Shipping Weight: 1.1 pounds (View shipping rates and policies)

Average Customer Review: 4.5 out of 5 stars [See all reviews](#) (22 customer reviews)

Best Sellers Rank: #199,165 in Books (See Top 100 in Books) #33 in [Books > Business & Money > Processes & Infrastructure > Office Automation](#) #45 in [Books > Business & Money > Processes & Infrastructure > Office Management](#) #223 in [Books > Business & Money > Marketing & Sales > Customer Service](#)

## Customer Reviews

I loved this book honestly. It was super helpful in my degree and helped me learn a lot. I like the way the book is set up, which makes it easy to read and understand. But it didn't come in the condition it said it was. I bought it used which you can expect maybe a little wear because someone else used it but the seller said it was in perfect condition or like new. It was definitely far from. It was usable but the pages were super bent. It had writing in it all over, and a lot was highlighted. I would have preferred they said what it actually was like. I wanted to return it because it was frustrating to me that they lied but i needed it for school so i couldn't without missing homework.

I had to have this book for my CSM 101 class and let me tell you it was very pricey at the College bookstore so like most of the student i come to .com then I find it here rental and e-book I was like sweet lol. So i got it cheap and I can review the book on My mini i pad I was very happy. It cost me less then the bookstore charges and great navigation on Kindle app on i pad. I like it i still use it . Believe me from now long I will be using e-book more because this was my first time .I would recommend this to any college student easy to use and great way to save on paperback , Great book. Thanks

Price was a little high for a book w/ many bent pages and corners...should've been a little cheaper and labeled differently as far as the condition goes

This is the book I needed for my online class.It has some helpful information in it.Good book for the money.

I hate this book seriously!! but i have to get it even though it does worth it....its fine, but it looks little old on the cover when i receive it

This book is a good book, very understandable, and informative, more businesses should train their customer service representatives with this book.

I glad that I order this book from .com. Nobody eles had it and when I got it,it was like brand new I will order from them again

Got this for a super boring and unnecessary class. Came as described, just not something I would read without being forced to do so.

[Download to continue reading...](#)

The Food Service Professional Guide to Controlling Restaurant & Food Service Operating Costs (The Food Service Professional Guide to, 5) (The Food Service Professionals Guide To) The Food Service Professional Guide to Controlling Restaurant & Food Service Food Costs (The Food Service Professional Guide to, 6) (The Food Service Professionals Guide To) Customer Service: Career Success Through Customer Loyalty (6th Edition) The Customer Service Survival Kit: What to Say to Defuse Even the Worst Customer Situations Exceptional Service, Exceptional Profit: The

Secrets of Building a Five-Star Customer Service Organization Civil Service Exam Secrets Study Guide: Civil Service Test Review for the Civil Service Examination (Mometrix Secrets Study Guides) Food Service Menus: Pricing and Managing the Food Service Menu for Maximum Profit (The Food Service Professional Guide to Series 13) Customer Satisfaction Is Worthless, Customer Loyalty Is Priceless: How to Make Customers Love You, Keep Them Coming Back and Tell Everyone They Know Chief Customer Officer 2.0: How to Build Your Customer-Driven Growth Engine The Intuitive Customer: 7 Imperatives For Moving Your Customer Experience to the Next Level The Customer Service Revolution: Overthrow Conventional Business, Inspire Employees, and Change the World The World of Customer Service Customer Service Skills for Success The Nordstrom Way to Customer Service Excellence: The Handbook For Becoming the "Nordstrom" of Your Industry The Nordstrom Way: The Inside Story of America's #1 Customer Service Company Raving Fans: A Revolutionary Approach To Customer Service The Big Book of Customer Service Training Games (Big Book Series) Customer Service Training 101: Quick and Easy Techniques That Get Great Results Be Our Guest: Perfecting the Art of Customer Service (Disney Institute Book, A) The Customer Rules: The 39 Essential Rules for Delivering Sensational Service

[Dmca](#)