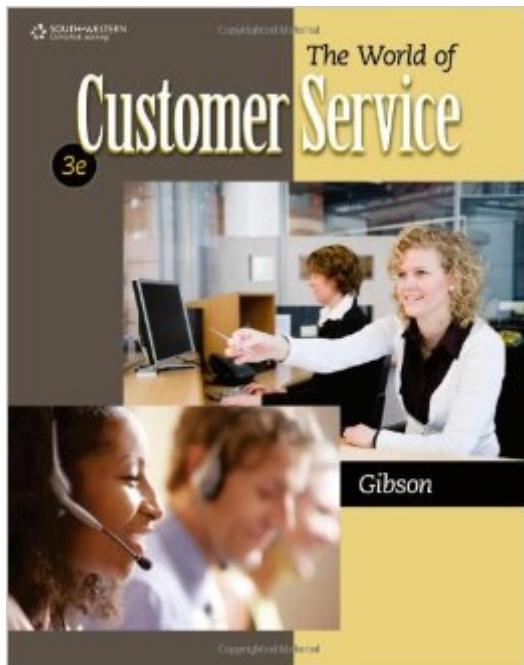


The book was found

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.

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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

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