



Managing Customer Service: A Practical Guide to Thrive (Paperback)

By Dr Dario Vasquez

Dario Vasquez, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.This book is designed for entry-level employees, managers, and students. The book is ideal for managers at all levels and in any industry as it centers on customer service. It is also ideal for students at the undergraduate as well as graduate levels majoring in business and hospitality. The book serves as a guide for people who want to learn about international business and management. Managers can use this book as a training tool with an emphasis on effective management, leadership, globalization, or personal development. Managers can also use this book as a quick reference to make decisions aimed at providing attentive customer service from a global perspective and exporting to create wow moments. This book provides key recommendations to managers on how serve customers well. Some of the recommendations include: keeping the promise, valuing the customer, the customer is right, educational approach to internal growth, effective training, displaying professionalism, and the importance of ethics. It can prepare an organization and its employees to deliver outstanding service. In this book, I inform leaders, managers, and students the...



Reviews

This book is definitely not straightforward to get started on studying but extremely exciting to read. It is really simplistic but shocks in the 50 percent of the ebook. Once you begin to read the book, it is extremely difficult to leave it before concluding.

-- Ally Reichel

This publication is amazing. It is definitely basic but shocks in the fifty percent of your publication. You wont feel monotony at anytime of your own time (that's what catalogues are for concerning if you question me).

-- Prof. Kirk Cruickshank DDS

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