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(Deanna Rath I)

ESSENTIAL SKILLS: CUSTOMER SERVICE VOCABULARY BUILDING WORKBOOK (PAPERBACK)



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iUniverse, United States, 2011. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****. This workbook is an important teaching tool for those learning English as a second language and anyone who wants to pursue a career in customer service. By building your customer service vocabulary, you ll be able to develop the vocabulary and vocational skills you need to become successful; improve your reading and oral communication skills; enhance your thinking and problem solving skills; boost your spelling and phonics skills. The workbook s ninety-two exercises help you build work-specific skills and job related vocabulary. Master your understanding of almost three hundred words with easy-to-follow exercises such as reading comprehension, applying the meaning, filling in the blanks, and more. You ll also find fun activities such as word searches, crosswords, and analogies. In addition to learning a robust customer service vocabulary, you ll also apply synonyms and antonyms that will help you in a customer service environment. Get your career on the fast track or, if you are a teacher, find an important resource so your students can learn the skills that matter most with **Essential Skills: Customer Service Vocabulary Building Workbook**.



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