



Customer Service Course: Necessary Skills for Effective Customer Service (Paperback)

By Online Trainees

Createspace, United States, 2013. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.The main focus of this course is to provide the necessary skills for effective customer service. The most important people in any successful organization are the staff. Without properly trained and motivated staff no company can provide an effective service to their customers. Well trained staff have confidence and enjoy their work. They are more effective in what they do, and are more capable to meet customer requirements. Training should be an ongoing process, and not just a once off event. It should become part of the company culture, and the accepted way of doing business. Subjects covered in this course include Effective Communication Telephone Skills Listening Skills Dealing with Clients The Main Purpose Of Staff Training Effective Communication. Listening Skills. Customer Loyalty.



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Reviews

The ebook is fantastic and great. It really is basic but unexpected situations within the fifty percent in the book. Its been written in an exceptionally basic way in fact it is only after i finished reading through this ebook by which actually modified me, modify the way in my opinion.

-- **Ms. Donna Parker MD**

Definitely among the finest publication I have got possibly read. It is really simplified but shocks from the 50 % of your pdf Your life span will be convert as soon as you total looking over this book.

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