



Customer Service: Career Success Through Customer Loyalty (Fourth Edition)

By Paul R. Timm

Pearson Education, 2008. Softcover. Book Condition: New. 4th edition. Customer Service: Career Success in the Service Economy, 4e provides a systematic process for building service skills that all business people need. Presented in a friendly, conversational manner, the text is filled with examples that demonstrate the link between service skills and career achievement. This edition emphasizes the impact of customer loyalty on business growth and discusses how to measure a company's rating of promoters, or Net Promoter Score. Throughout the text, there is an emphasis on exceeding customer expectations and translating customer loyalty into personal and corporate success. Printed Pages: 304.



READ ONLINE
[6.1 MB]

Reviews

Basically no phrases to clarify. It really is written in straightforward phrases rather than hard to understand. You will not sense monotony at any moment of your own time (that's what catalogues are for concerning if you ask me).

-- **Doris Beier**

The best book I actually read through. I have got read and so I am sure that I am going to go to read through yet again yet again down the road. You can expect to like the way the author composed this pdf.

-- **Ludie Willms**