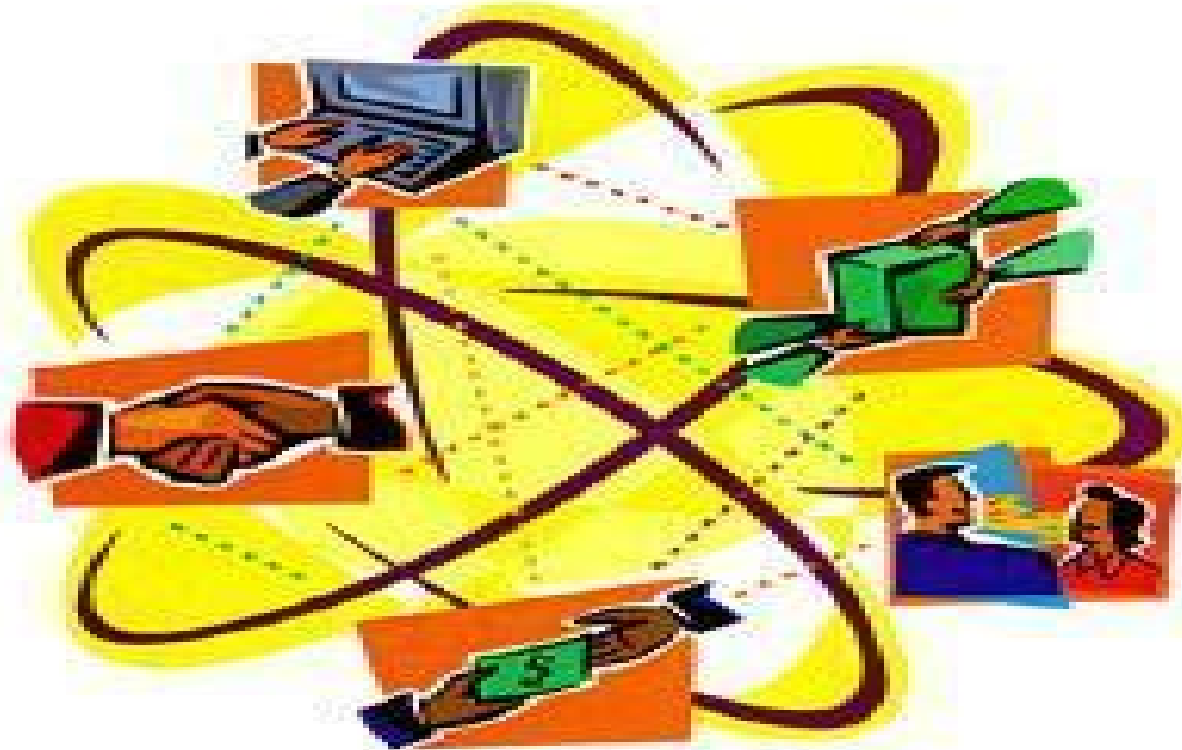


BEST PRACTICES IN CUSTOMER SERVICE



Edited by Ron Zornke and John A. Woods

Goodreads Choice Best Customer Service

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The Final Girl Support Group Grady Hendrix, 2022-06-14 THE INSTANT NEW YORK TIMES BESTSELLER VOTED GOODREADS CHOICE AWARD BEST HORROR NOVEL OF 2021 A Good Morning America Buzz Pick The horror master puts his unique spin on slasher movie tropes USA Today A can't miss summer read selected by The New York Times Oprah Daily Time USA Today The Philadelphia Inquirer CNN LitHub BookRiot Bustle Popsugar and the New York Public Library In horror movies the final girls are the ones left standing when the credits roll They made it through the worst night of their lives but what happens after Like his bestselling novel The Southern Book Club's Guide to Slaying Vampires Grady Hendrix's latest is a fast paced frightening and wickedly humorous thriller From chain saws to summer camp slayers The Final Girl Support Group pays tribute to and slyly subverts our most popular horror films movies like The Texas Chainsaw Massacre A Nightmare on Elm Street and Scream Lynnette Tarkington is a real life final girl who survived a massacre For more than a decade she's been meeting with five other final girls and their therapist in a support group for those who survived the unthinkable working to put their lives back together Then one woman misses a meeting and their worst fears are realized someone knows about the group and is determined to rip their lives apart again piece by piece But the thing about final girls is that no matter how bad the odds how dark the night how sharp the knife they will never ever give up [Reference & User Services Quarterly](#), 2007

Only If You're Lucky Stacy Willingham, 2024-01-16 A sharp and twisty exploration of female friendship from the New York Times bestselling author of A Flicker in the Dark and All the Dangerous Things Lucy Sharpe is larger than life Magnetic addictive Bold and dangerous Especially for Margot who meets Lucy at the end of their freshman year at a liberal arts college in South Carolina Margot is the shy one the careful one always the sidekick and never the center of attention But when Lucy singles her out at the end of the year a year Margot spent studying and playing it safe and asks her to room together something in Margot can't say no something daring or starved or maybe even envious And so Margot finds herself living in an off campus house with three other girls Lucy the ringleader Sloane the sarcastic one and Nicole the nice one the three of them opposites but also deeply intertwined It's a year that finds Margot finally coming out of the shell she's been in since the end of high school when her best friend Eliza died three weeks after graduation Margot and Lucy have become the closest of friends but by the middle of their sophomore year one of the fraternity boys from the house next door has been brutally murdered and Lucy Sharpe is missing without a trace From the author of A Flicker in the Dark and All the Dangerous Things comes a tantalizing thriller about the nature of friendship and belonging about loyalty envy and betrayal another gripping novel from an author quickly becoming the gold standard in psychological suspense *Kansas Farmer, Mail & Breeze*, 1930 *Illinois Reading Council Journal*, 2014

Confessions of a Call Center Gal: a Novel Lisa Lim, 2011-05 Bridget Jones's Diary meets The Office Madison Lee is a fresh college grad ready to take on the world of print media But she has zero luck landing a job Unemployment is at ten percent and on the rise Desperate and left with no

other options she accepts a position as a service rep at a call center in Pocatello Idaho At the Lightning Speed call center in Spudsville Maddy plunges into the wild and dysfunctional world of customer service where Sales is prized over Service and an eight hour shift is equivalent to eight hours of callers bashing her over the phone Oh sure the calls are bad But Maddy manages to find humor on the phone and off the phone And with all the salacious drama behind the calls there is never a dull moment at the Lightning Speed call center Lately Maddy has been pining for her smolderingly gorgeous co worker Mika Harket Now things are heating up on the phone and elsewhere Don t hang up on this novel Working at a call center has never been this garish or this delightful **DISCLAIMER** If you find politically incorrect shows like The Office South Park and Chelsea Lately detestable juvenile and offensive then this book is probably NOT for you *How It Predicts Amazon Best Sellers?* Akbas,2018-10-03 Abstract A book s success popularity depends on various parameters extrinsic and intrinsic In this paper we study how the book reading characteristics might influence the popularity of a book Towards this objective we perform a cross platform study of Goodreads entities and attempt to establish the connection between various Goodreads entities and the popular books Amazon best sellers We analyse the collective reading behaviour on Goodreads platform and quantify various characteristic features of the Goodreads entities to identify differences between these Amazon best sellers ABS and the other non best selling books We then develop a prediction model using the characteristic features to predict if a book shall become a best seller after one month 15 days since its publication On a balanced set we are able to achieve a very high average accuracy of 88 72% 85 66% for the prediction where the other competitive class contains books which are randomly selected from the Goodreads dataset Our method primarily based on features derived from user posts and genre related characteristic properties achieves an improvement of 16 4% over the traditional popularity factors ratings reviews based baseline methods We also evaluate our model with two more competitive set of books a that are both highly rated and have received a large number of reviews but are not best sellers HRHR and b Goodreads Choice Awards Nominated books which are non best sellers GCAN We are able to achieve quite good results with very high average accuracy of 87 1% and as well a high ROC for ABS vs GCAN For ABS vs HRHR our model yields a high average accuracy of 86 22%

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