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Donna Knapp

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Child as Citizen Giuliana Fenech, 2025-08-15 Contributions by Daniela Brockdorff Nina Christensen Jill Coste Katrin Dautel Justyna Deszcz Tryhubczak Giuliana Fenech Naomi Hamer Irena Barbara Kalla Anne Klomberg Sonali Kulkarni Elizabeth Leach Leung Ann Marie Murnaghan Emily Murphy Emilie Owens Nicola Parker Patrycja Poniatowska Meg Rosoff and Farriba Schulz *Child as Citizen* Agency and Activism in Children's Literature and Culture addresses children's and young adult agency and activism across literature and culture demonstrating how these forces influence child citizenship. Contributors to this volume highlight the agentic voices and activist practices that are growing across all spheres of young people's lives as well as the challenges to active citizenship that children growing up in unjust sociopolitical contexts face. The volume is interdisciplinary and draws on the sociology of childhood children's literature studies youth culture studies media technology and cultural studies and Anthropocene ecofeminist and disability studies. Agency occurs in and around literature and storytelling and this collection establishes how it is always influenced by identity as well as geopolitics how it is both subjective and collective how it is cultural and embodied and how like citizenship it is not a static status but rather an ongoing negotiation. In this collection contributors invite readers to consider agency as a system of relations between children themselves between children and adults children and institutions and children and nation states as well as between children and the nonhuman. This book reviews the interconnectedness between these relationships and attempts to untangle some of the complications that emerge.

The Art of Small Business Social Media Peg Fitzpatrick, 2024-11-19 An essential guide for small business owners that Booklist calls appealing and supremely useful in a starred review and Guy Kawasaki points out in the foreword if you're an entrepreneur or small business owner and want to master digital marketing you need this book. In *The Art of Small Business Social Media* social media expert Peg Fitzpatrick offers a comprehensive guide tailored specifically for small business owners. Recognizing that social media isn't a one size fits all tool Fitzpatrick provides a roadmap for entrepreneurs to navigate the digital landscape effectively. Drawing from her extensive experience working with brands big and small she demystifies choosing the right platforms crafting a robust social media plan and engaging with communities online. Real world examples from various industries serve as case studies offering actionable insights that can be applied to any small business setting. Whether you're a solo entrepreneur or part of a small team *The Art of Small Business Social Media* is your key to unlocking the full potential of social media marketing. It's not just about being online it's about being online effectively. This book equips you with the skills to participate in the digital world and thrive in it giving your business a competitive edge in today's marketplace.

Filterworld Kyle Chayka, 2024-01-23 The story told here is instrumental to your own Jared Lanier. Timely erudite important Ayad Akhtar. What happens when our cultural and artistic lives are dictated to us by an algorithm? What does it mean when shareability supersedes innovation? How can we make a choice when the options have been so carefully arranged for us? From coffee shops to city grids to TikTok feeds and Netflix

homepages the world over algorithmic recommendations prescribe our experiences This network of mathematically determined choices the Filterworld has taken over almost unnoticed as we ve grown accustomed to an insipid new normal But to have our tastes behaviours and emotions governed by computers calls the very notion of free will into question Internationally recognized journalist and New Yorker staff writer Kyle Chayka journeys through this ever tightening web woven by algorithms He explores how online and offline spaces alike have been engineered for seamless consumption How the lowest common denominator is promoted at the expense of the complex diverse or challenging How users of technology contend with data driven equations that promise to anticipate their desires but often get them wrong How the Filterworld is determining the very shape of culture itself Chayka skilfully and compellingly traces this creeping machine guided curation that influences not just what culture we consume but what culture is produced In doing so he attempts to answer to the most urgent question currently facing us is personal freedom ever again possible on the Internet Filterworld is a fascinating history of the rise of the algorithm and an important investigation into where it could take us next if we let it [Waiting For Service](#) Amas Tenumah,2021 You hate waiting in line or on the phone for customer service There have been plenty of books about customer service that all seem to offer secrets to improve customer service This is not that book I instead want to focus on Why customer Service is so broken and give you the secrets to get around it Customer service is bad by design Your bad customer service is not random it is intentional Customer Service is universally terrible this is not an opinion You do not have to believe me I am saying it is raining outside and you can simply look out the window I spent two decades helping dozens of your favorite brands with customer service You will laugh get mad all over again at some of the conversations I have had with executives around customer service I name names expose Customer Service nightmares from Travel to Cable Walmart fast food and so much I also provide you with how to get around bad service and offer radical thinking to reset customer service Amas Tenumah

Customer Service (finally) Defined Nancy Friedman,2016-02-01 Filled with dozens of ways to keep your customer service up to speed Nancy s new book is an abundance of information you can use now and forever Fun filled easy tips ideas skills and techniques transferable to your own business Topics include Killer Words of Customer Service How to Handle the Upset Irate Customer Yucky Email Phrases and so much more [The Training Guide For](#) Kirt Manecke,2015-07-25 The Training Guide for the award winning book Smile Sell More with Amazing Customer Service

Customer Service For Dummies Karen Leland,Keith Bailey,2011-03-03 Customer Service For Dummies Third Edition integrates the unbeatable information from Customer Service For Dummies and Online Customer Service For Dummies to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of

Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent [52 Tips for Amazing Customer Service](#) Jodie Hoffman,2015-10-11 For some people providing amazing customer service comes naturally For others it takes some practice and hard work Whether you are a natural or not everyone can take their customer service to the next level Learning how to give amazing customer service doesn't need to be difficult This book examines top notch customer service and shows you 52 small things that can make a huge difference Tackle one concept per week and improve your customer service without ever feeling overwhelmed Start with one concept and make that your focus for a week The following week focus on another concept all the while incorporating what you learned in the previous weeks Week after week you will learn valuable skills to set your customer service apart from the rest Customers will respond to your professionalism and enthusiasm and you may even find your job gets easier as you get better at it

The Ultimate Online Customer Service Guide Marsha Collier,2010-12-15 Make your online customers happy and create new ones with this winning guide Social media gives you an unparalleled vehicle for connecting and engaging with an unlimited number of customers Yet this vehicle is different than other more impersonal forms With social media reps become part of their customers lives They follow back They handle complaints immediately They wish customers happy birthday They grow their brands by involving themselves in communities The Ultimate Online Customer Service Guide gives you the keys to authentic and engaged service to customers through social media Using a blend of case studies a primer on classic online customer service and instructions on how to execute quality customer service this book enables you to access the opportunities that social media presents as a means of serving customers Authentically use social media to connect with customers to boost your bottom line Attract new customers through your online presence Achieve higher GMS Gross Merchandise Sales with quality customer service Social media gives you a new and growing realm to distinguish your business Create a productive presence in this interactive space with The Ultimate Online Customer Service Guide

[101 Ways to Improve Customer Service](#) Lorraine L. Ukens,2007 Provides a variety of training and development interventions that can be put to use right now with frontline service employees Your customer service representatives directly influence the perception that customers have of your products and services and ultimately your company It is vital that your employees develop service strategies to create a positive image communicate effectively and build customer rapport to support the underlying values and beliefs of your organization

Guide to Customer Service Skills for the Help Desk Professional Donna Knapp,1999-11-16 This book is designed to provide individuals interested in the field of technical customer support a guide to the soft skills and the self management skills needed to deliver excellent customer support at the help desk It provides the reader with a better understanding of what a career in customer support would entail with strong real world computer support examples case studies and exercises throughout the book The author is a leading help desk consultant trainer and former help desk support engineer and service manager

How to Talk to

Customers Diane Berenbaum,Tom Larkin,2011-01-07 Filled with case studies and anecdotes How to Talk to Customers demystifies the most critical aspect of customer service conversations employees have every day with customers In this must have resource Diane Berenbaum and Tom Larkin outline a proven system based on their MAGIC customer service training program MAGIC which stands for Make A Great Impression on the Customer can help anyone become the type of communicator that makes their customers feel special For more on this book visit www.howtotalktostcustomers.com **Just**

Looking Thanks! Alf Dunbar,2006-07 The way a person feels does effect how they behave which in turn effects the results they achieve You Are The Difference works because not only does it help people to think differently about the customer it also help them to think differently about themselves and the service they give When the skills and techniques within this book are used on the shop floor everyone wins The business wins because the level of service and customer conversion is increased resulting in happier customers and greater sales The store manager wins because they are able to lead motivate and coach the team and keep the You Are the Difference Coaching Program alive helping it to become part of the service culture in store The sales person wins because they are given the skills knowledge and confidence to interact more easily with the customer making their role within the store more rewarding and effective The customer wins because they receive a level of service second to none This book IS different The techniques within its pages were developed on the shop floor working with REAL customers Each skill has been perfected to help both the retailer and the customer enjoy a perfect shop floor relationship in short it **DELIVERS**

Customer Service Fundamentals Sorin Dumitrascu,2023 Customer Service Fundamentals A Practical Guide by Sorin Dumitrascu is a must read for anyone in the customer service field or looking to improve their customer service skills The book emphasizes the importance of focusing on the customer and offers practical tips on how to ensure that their needs are met Amazon

If Service Came from the Heart Valinda Hanna-Lazarus,2007-05 aDisrespectful Discourteous Inefficient a These are just some of the adjectives our customers are using to describe the service they receive from us today With all the resources business owners have available to help improve their customer service delivery we somehow still keep missing the mark How can we stop this trend and dramatically change our businesses If Service Came from the Heart is not just another book about customer service It is a refreshing approach on delivering EXCELLENT service The author takes a look at the heart and attitude of Jesus and uses that to describe how we should truly serve our customers She uses anecdotes and suggests simple steps that can be used to take your businesses to a superior level

Beyond Customer Service Richard F. Gerson,1998 This book can help you and your organization go beyond customer service to retain and satisfy established clientele Within this self study guide are 50 useful tips to increase customer satisfaction generate meaningful feedback and develop loyalty

The Guide to Customer Service ,1990-01-01

Customer Service Robert W. Lucas,2005 This book features how to topics for the customer service professional It covers the concepts and skills needed for success in business careers including listening techniques verbal and nonverbal

communication and use of technology Emphasis is given to dealing with customer service problems and how to handle conflicts and stress Insights and tips are also provided for customer service supervisory personnel **Anna N. Taylor's 7 Tips on Getting the Best Customer Service Experience** Anna N Taylor,2013-03-01 Customer Service can be a pain in the butt if you know what I mean It is provided from the State of Washington to the State of Florida from the Southern part of California to the upper part of the Northern parts of the United States of America I deal with it you deal with it your neighbor deals with it every one of us has provided a type or style of customer service sometime within our work history No matter where we are there ought to be Satisfied Customer Service that is stellar regardless of what company organization or agency we are dealing with at any given time Learn something new If applied right this book can help single people couples men women **How Can i Help You? - 5 Mistakes to Avoid in Customer Service** Debasish Sarkar,2013

Booktok Trending Tips Customer Service Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its capability to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "**Booktok Trending Tips Customer Service**," written by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we will delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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