

Serving Your Best!

A guide to better customer service and tips

LINDA GRACE



Goodreads Choice This Month Customer Service

**Vanessa Lillie,Layne Fargo,Cate
Holahan,Kimberly Belle**

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How to Win Customers Jacques Horovitz,1990-01-01 Complete Book of Ready-to-use Customer Service Scripts Michael Ramundo,1997 With more than 400 detailed scripts and scenarios along with practical specific advice about pacing tone word choice and possible responses this handbook is designed to improve customer service departments and create better happier customers 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 prided 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 **Seven Recipes for Success in Business** Frank D. Briggs,2010-03-12 Improving profits and improving your commissions can be easier than you think Success in business rests with customer service In *Seven Recipes for Success in Business* author Frank D Briggs provides seven steps to help build your success and your company s success Filled with personal examples and stories from almost forty years in business Briggs demonstrates the importance of the customer and of providing quality customer service with seven simple concepts He shows that because the customer Has a need you have a job to do Has a choice you must be the better choice Has sensibilities you must be considerate Has urgency you must be quick Is unique you must be flexible Has high expectations you must excel Has influence you have the hope of more customers *Seven Recipes for Success in Business* details the importance of thinking of the customer first each and every time and treating the customer the way you would like to be treated By following these simple concepts success will flourish all because of the customer *Are Your Customers Being Served?* Pauline Rowson,2007 A practical guide on how to deliver exceptional customer service Suitable for both public and private sector organisations this guide is aimed at the owner manager director manager and entrepreneur It covers how to develop an effective customer service policy as well as how to use positive behaviour and attitude to win more business

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