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The Main Character Jaclyn Goldis, 2025-04-15 Rollicking good fun The Wall Street Journal A bestselling thriller author arranges a luxury train trip that is not what it appears to be in this electrifying modern homage to Agatha Christie that is filled with rich complex characters taut prose and twists and turns that keep those pages turning as the plot thickens Lisa Barr New York Times bestselling author Reclusive author Ginevra Ex is famous for her unusual approach to crafting her bestselling thrillers she hires real people and conducts intensive interviews then fictionalizes them Her latest main character Rory is thrilled when Ginevra presents her with an extravagant bonus a lavish trip along Italy's Mediterranean coast on the famed newly renovated Orient Express But when Rory boards the train she's stunned to discover that her brother her best friend and even her ex fianc are passengers as well All invited by Ginevra all hiding secrets With each stop from Cinque Terre to Rome to Positano it becomes increasingly clear that Ginevra has masterminded the ultimate real life twisty plot with Rory as her main character And as Ginevra's deceptions mount and the lies and machinations of Rory's travel companions pile up Rory begins to fear that her trip will culminate like one of Ginevra's books with a murder or two In the opulent compartments of the iconic train Rory must untangle the shocking reasons why Ginevra wanted them all aboard and to what deadly end The perfect read for fans of Ruth Ware Lucy Foley and Paula Hawkins **The Main Character** mixes the family drama of *Knives Out* with the locked room atmosphere of *Murder on the Orient Express* and the resulting cocktail is like an Aperol spritz on a hot summer's day perfect Katy Hays New York Times bestselling author

Pretty Things Janelle Brown, 2020 Two wildly different women one a grifter the other an heiress are brought together by the scam of a lifetime in a page turner from the New York Times bestselling author of *Watch Me Disappear* **Pretty Things** is awesome Simple as that I loved every page Janelle Brown is your new must read author Harlan Coben New York Times bestselling author of *Run Away* Nina once bought into the idea that her fancy liberal arts degree would lead to a fulfilling career When that dream crashed she turned to stealing from rich kids in L A alongside her wily Irish boyfriend Lachlan Nina learned from the best Her mother was the original con artist hustling to give her daughter a decent childhood despite their wayward life But when her mom gets sick Nina puts everything on the line to help her even if it means running her most audacious dangerous scam yet Vanessa is a privileged young heiress who wanted to make her mark in the world Instead she becomes an Instagram influencer traveling the globe receiving free clothes and products and posing for pictures in exotic locales But behind the covetable facade is a life marked by tragedy After a broken engagement Vanessa retreats to her family's sprawling mountain estate Stonehaven a mansion of dark secrets not just from Vanessa's past but from that of a lost and troubled girl named Nina Nina's and Vanessa's and Lachlan's paths collide here on the cold shores of Lake Tahoe where their intertwined lives give way to a winter of aspiration and desire duplicity and revenge This dazzling twisty mesmerizing novel showcases acclaimed author Janelle Brown at her best as two brilliant damaged women try to survive the greatest game of deceit and destruction they will ever

play 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 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

Who's Your Gladys? Marilyn Suttle,Lori Jo Vest,2013-04-13 Every customer oriented business has its own Gladys someone who demands more than most companies are able or willing to give one who pushes front line service representatives buttons one who requires a higher degree of skill to manage One who let s just say it can be difficult Yet how is it that some businesses prove able not only to satisfy their Gladys but turn her into one of their most loyal utterly pleased customers Filled with inspiring real life case studies Who s Your Gladys reveals how large and small companies from a variety of industries avoid creating difficult customers in the first place EDITORIAL REVIEWS From Publishers Weekly When times are tough argue entrepreneur Suttle and manager Vest it s the companies with exceptional customer service that survive The eponymous Gladys represents the company s hypothetical most challenging client the one who requires a high level of skill to manage Using the stories of 10 diverse companies the Canfield Training Group of Chicken Soup for the Soul fame Singapore Airlines a polyethylene piping product supplier a spa an eyeglass distributor and a medical center among them the authors show companies how to win over Gladys develop strong client relationships and deliver the superior service that will help them through an economic crisis It s the substantive down to earth advice that sets this book apart from its competitors as well as the helpful chapter end sections which contain practical points and thought provoking questions and answers The whole is an extremely well organized and easy to use guide illuminated by the authors obvious passion for customer service It s the substantive down to earth advice that sets this

book apart from its competitors as well as the helpful chapter end sections which contain practical points and thought provoking questions and answers The whole is an extremely well organized and easy to use guide illuminated by the authors obvious passion for customer service Publishers Weekly From Corp Magazine Detroit MI This is a fast paced and readable book on customer relationship building The authors are effective communicators on the subject and the real life stories make for a solid book on the topic Corp Magazine From Accounting Today Who's Your Gladys offers plenty of useful advice on turning the people who pay your bills into your biggest fans Accounting Today Selected by Customer Service Newsletter as one of the best customer service books of 2009 Who's Your Gladys offers not only a detailed look at how customer service works at several successful companies it provides a convenient blueprint for how to examine and benchmark your own customer service operations

The Best Customer Service Quotes Ever Said John R. Dijulius III,2016-07-12

Become a Customer Service Revolutionary John R Dijulius III has raised the bar for what it means to deliver world class customer service Now with this indispensable book you can too Dijulius has combined the most inspiring quotes on how to best connect with customers and employees with a user friendly journal to create the ultimate customer service handbook The Best Customer Service Quotes Ever Said uses the powerful and motivational words from world renowned experts to inspire greatness and revolutionize how you interact with customers This book is the perfect guide to taking customer interactions to the next level and it provides expert wisdom to bring the customer service revolution to you

Customer Service Elaine K. Harris,2007

Customer Service A Practical Approach was created to meet the growing need for qualified customer service professionals This practical text workbook focuses on the skills and strategies needed to build and maintain customer service excellence

Recipe for Service Tony Johnson,2015-01-24 Tony Johnson wants you to deliver the BEST POSSIBLE CUSTOMER SERVICE This book is the framework to help you CONSISTENTLY delight your Customers and Clients Each chapter is designed to deliver meaningful Customer service lessons that can be put into action QUICKLY for the good of your Customer and your business A unique blend of best practices common sense strategies and real life examples this book will help you lead and inspire your team Included this book are NUGGETS that will BENEFIT YOU such as The Secret to Being Visible Available and Absolutely Engaged in Your Day to Day Business The Fundamentals of Great Service and How to Inspire Your Team to Deliver Consistently and With Panache The Formula for Hiring and Training the Best Possible Team to Delight Your Customers How to See Innovation in the Everyday and Transform Your Organization into a POWERFUL and CUSTOMER CENTRIC Machine How to Keep Service Relevant TODAY and FAR into the FUTURE through Training

Development and Leadership

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 *Dangerous Customer Service Impact Innovation*,2012-01-01 Dangerous Customer Service provides real help for real people in the real world This book guides managers through the realities and practicalities of great customer service Dangerous Customer Service shows the reader how to cover the basics what customers expect from a service and what they will take for granted and how to create the magic that transforms that service into an extra special personal experience Exercises and real life examples will help the reader to learn and develop essential customer services including loyalty training your customer and services across cultures

Customer Service Sandy Leong,2005-01-01 How to Deliver Excellent Customer Service Julie Olley,2000 *Better Customer Service* Edward C. Brewer,Terence L. Holmes,2021 This readable and concise research based book discusses seven simple rules that will help businesses and individuals improve their customer satisfaction and workplace environments and make the world a little better and more pleasant An author team with extensive cross sector experience provides a foundation that will help improve customer service no matter the type of organization or situation allowing customization according to industry standards and expectations Although the basic steps are simple going all the way back to preschool and kindergarten they can have a significant positive impact on customer service and on basic human interaction If an employee follows these simple steps not only will relationships with customers improve but so will relationships with co workers increasing overall organizational satisfaction Readers who adopt the principles in this book may also find that their personal relationships improve as well The primary audience of this work includes any business that desires to improve customer service However anyone who works with people will appreciate the conversational tone and specific illustrative examples in this clear and immediately actionable book **Complete Idiot's Guide to Great Customer Service** Macmillan General Reference Staff,Macmillan Publishing,MacMillan General Reference,1998-07-01 **The Best Service is No Service** Bill Price,David Jaffe,2008-03-21 In this groundbreaking book Bill Price and David Jaffe offer a new game changing approach showing how managers are taking the wrong path and are using the wrong metrics to measure customer service Customer service they assert is only needed when a company does something wrong eliminating the need for service is the best way to satisfy customers To be successful companies need to treat service as a data point of dysfunction and figure what they need to do to eliminate the demand The Best Service Is No Service outlines these seven principles to deliver the best service that ultimately leads to no service Eliminate dumb contacts Create engaging self service Be proactive Make it easy to contact your company Own the actions across the company Listen and act Deliver great service experiences **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

Your Customer Service Matters Greg Saladino,2021-12-31 Great Customer Service is not a given in today s business environment In order to truly thrive in today s climate you must provide outstanding service My book will give you a quick guide on what to focus on to engage and train your team to provide great customer service The principles and guidelines that I have learned over the past 20 years are shared with you in a concise guide to building your customer service organization

Customer Service King Joseph Vaudy,2015-09-07 How do we go from average to excellent from being unrecognizable in the crowd to standing out from starting at the bottom to being at the top in our field How do we understand the mechanism required to be everything our employer is calling us to be so we can achieve the status and the benefits of a Customer Service King How do we move from being a deficit as an employee to being the role model the most valuable asset that any employer would ask for This short book will take you through some of the most important steps to becoming everything your company is looking for and more in the customer service arena By applying the information in this book you will become the best you can be while enjoying the prizes and influence that comes with being at the top otherwise known as Customer Service King

Terrific Five Star Customer Service Stan Toler,Keith Hawk,2014-04-15 Terrific is a book that focuses on special people with Down Syndrome in the marketplace It is a unique approach to defining excellence in customer service in a day when there appears to be very little found anywhere For certain it makes no difference about the locale or the type of business quality customer service should be the norm not the exception Keith Hawk and Stan Toler raise the bar on five star customer service by featuring special people who are without doubt the most loving caring people on God s big earth

Great Customer Service Jalene Nemec,Daryl D. Green,2012-11-16 Great Customer Service provides a new framework for businesses that want sustainable success during an unstable economy This book is important not for just sales people but for anyone who wants to maintain good relationships with their customers Business owners college students professors entrepreneurs nonprofit organizations and other sales organizations can benefit from this book Readers can ensure success by following the practical application on concepts outlined in this book in order to satisfy customers needs or wants Through this book many individuals will be able to Build a more profitable business Increase good sustainable

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Table of Contents Bookstagram Picks Best Customer Service

1. Understanding the eBook Bookstagram Picks Best Customer Service
 - The Rise of Digital Reading Bookstagram Picks Best Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Bookstagram Picks Best Customer Service
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Bookstagram Picks Best Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Bookstagram Picks Best Customer Service
 - Personalized Recommendations
 - Bookstagram Picks Best Customer Service User Reviews and Ratings
 - Bookstagram Picks Best Customer Service and Bestseller Lists
5. Accessing Bookstagram Picks Best Customer Service Free and Paid eBooks
 - Bookstagram Picks Best Customer Service Public Domain eBooks
 - Bookstagram Picks Best Customer Service eBook Subscription Services

- Bookstagram Picks Best Customer Service Budget-Friendly Options
- 6. Navigating Bookstagram Picks Best Customer Service eBook Formats
 - ePUB, PDF, MOBI, and More
 - Bookstagram Picks Best Customer Service Compatibility with Devices
 - Bookstagram Picks Best Customer Service Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Bookstagram Picks Best Customer Service
 - Highlighting and Note-Taking Bookstagram Picks Best Customer Service
 - Interactive Elements Bookstagram Picks Best Customer Service
- 8. Staying Engaged with Bookstagram Picks Best Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Bookstagram Picks Best Customer Service
- 9. Balancing eBooks and Physical Books Bookstagram Picks Best Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Bookstagram Picks Best Customer Service
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Bookstagram Picks Best Customer Service
 - Setting Reading Goals Bookstagram Picks Best Customer Service
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Bookstagram Picks Best Customer Service
 - Fact-Checking eBook Content of Bookstagram Picks Best Customer Service
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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