

SALES OUT OF SERVICE



A humanistic approach to
sales & customer service.

NORMAN COHN

Goodreads Choice On Sale Customer Service

Jacques Horovitz



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Layton, 2002-04 **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 **How to Turn Customer Service Into Customer Sales** Bernard Katz, 1987 *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

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