

# The Effective Manager's Handbook for Customer Service Success: 52 Weekly Motivational Tips and Quotes to Help You Improve Your Customer Service Every Day!

Edward Gagnon

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It's a Service World. To succeed long-term, companies must retain and grow their customer base. The Effective Manager's Handbook for Customer Service Success is the tool that will give every manager insight into successful customer service, from people to processes, from motivation to measurement. Including 52 quick and enlightening customer service tips plus weekly motivational quotes from business leaders and philosophers, the Handbook can be an asset to your company. The Handbook also offers an action-oriented Weekly Service Notebook. This tool encourages simple but effective daily documentation of service successes to recognize employee performance. You can also document symptoms of poor service, the complaints and issues often identified but more often forgotten that become chronic to your company. Documenting symptoms enables you to focus improvement efforts and maximize customer retention. Whether the action is to recognize great employee service or attack a recurring customer service issue, use this tool to document successes and symptoms. Review and act weekly. Constantly strive to improve your bottom line by improving your customer service. Every company in the world can improve its customer service. This book, in your hands, can help you begin Improving Your Bottom Line by Improving Your Customer Service...today!



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