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Common Sense Customer Service - Improve Your Job Skills Provide A Great Customer Experience (English Edition)

Common Sense Customer Service

*Improve Your Job Skills
&
Provide A Great Customer Experience*



Victoria Wells

Par Victoria Wells

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Description :

Prsentation de l'diteurA Must Have Resource For Anyone In The Customer Service FieldFor Job SeekersCommon Sense Customer Service helps job seekers that are looking for a career in customer service. This book gives them a good grounding in what is involved in delivering truly excellent customer service. It also explains how being an amazing customer service representatives benefits themselves, the customer and the company. The job seeker can be certain that they have the skills that are required for such a position and

can effectively communicate that when applying for a career in customer service. For Customer Service Training Common Sense Customer Service is a must-have book to add to any customer service training program. It's great for large or small companies since it is general enough for any industry but in-depth enough to be truly useful. Victoria Wells talks from a wealth of customer service experiences in a non-threatening, chatty style that most people find easy to read and easy to absorb. This book can be the basis of a training program, an addition to a training program and a reference guide. For Managers/Owners Every manager/owner should have a copy of this book for themselves, too. The Extra Chapter is targeted specifically at managers/owners and includes some valuable insights. Managers/owners will come away with a new appreciation and understanding of their role in attaining company wide, exceptional customer service, as well as ideas on how to effectively reward, or constructively criticize, their customer service personnel.

Basic Customer Service Concepts
Do Unto Others
The Customer is Always Right - NOT!
The Customer is Always the Customer
Attitude and personality
Personality Attitude
General telephone basics
Automated Attendant or Not? Pick Up The Phone!
Physical Telephone Message Records
Setting Up Your Automated Attendant
How to Answer the Phone
Don't make the greeting too long
Return Voice Messages
Telephone Tag
It Doesn't Stop There
Don't Badger
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In Person Trumps On The Phone
By Email
By Phone
By Regular Mail
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Understanding Your Customers
What do most customers really want?
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Recap
The Golden Rule
The Demanding Customer
The Unhappy Customer
The Unreasonable Customer
The Abusive Customer
The Accommodating Customer
Internal Customers
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Promises, Promises, Promises
Under Promise and Over Deliver
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Use Your Authority Wisely
Dealing with stress
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In Person
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Never Complain to a Customer
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Manual Note Keeping
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Be Consistent
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Separating Notes
Indicating Completion
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Keeping Older Books of Notes Handy
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Keeping Good Customer Records
Follow Up, Follow Up, Follow Up
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Why Following Up With Your Customer Is So Important
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Bonus Chapter for the Manager/Owner
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Management by Walking Around
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Other things to consider are
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Rewarding Your Employees
Praise In Public, Criticize In Private
Constructive Criticism
When an Employee is not a Good Fit for Your Company
Présentation de l'auteur
A Must Have Resource For Anyone In The Customer Service Field
For Job Seekers
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Don't Play

Politics Under-promise and over-deliver Promises, Promises, Promises Under Promise and Over Deliver Keeping the Customer Informed Follow Up, Follow Up, Follow Up Knowing your limits Company Policies Use Your Authority Wisely Dealing with stress Don't Take It Personally On the Phone In Person If It's Truly Too Much Never Complain to a Customer Good note keeping Manual Note Keeping Be Concise, Not Cryptic Be Consistent Critical Information Separating Notes Indicating Completion Tracking Older Notes That Are Not Yet Complete Keeping Older Books of Notes Handy Electronic Note Keeping Keeping Good Customer Records Follow Up, Follow Up, Follow Up The Importance of Following Up Keeping Your Customer In The Loop Why Following Up With Your Customer Is So Important Ways To Follow Up Additional Advantages of Keeping Your Customers Informed Bonus Chapter for the Manager/Owner Lead By Example Management by Walking Around Technology Other things to consider are Empowering Your Employees Rewarding Your Employees Praise In Public, Criticize In Private Constructive Criticism When an Employee is not a Good Fit for Your Company

Biographie de l'auteur Victoria Wells has been in the customer service field for over 30 years. She has a unique perspective on the role of a customer service representative as, throughout her career, she has been an employee, an employer and a consultant. Victoria has had the opportunity and the privilege to work with many different companies in diverse fields. She felt that a simple, common sense, no-nonsense guide to a career in customer service was missing from all the training books and manuals available. Her writing style is chatty and non-threatening. She uses experiences from her own career to highlight, and bring clarity to, the advice she offers.