



Smart Service: Real Time Customer Service Skills

Marsha Sue Petrie

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This information is a must for every executive and employee. Everyone you touch every day is your customer: shareholders, employees, managers, partners, and that person purchasing your service or product. Manage customer complaints more effectively, retain a winning staff through savvy leadership techniques, enhance your operations to better satisfy everyone, learn how to add value to all client contacts, and find out what the customer really wants.

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