



AWARD-WINNING CUSTOMER SERVICE-101 Ways Guarantee Great Performance (Chinese Edition)

R.Evenson

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Facing with increasingly fierce competition in the commercial society and the ever-changing clients demands, excellent customer service is indispensable for the management of enterprises to survive and stand out in the market. It is inevitable that they should handle interior and exterior customer relations tactfully. Perfect services will enable enterprises to keep booming and flourishing. This book introduces concepts and techniques of customer service for enterprises to deal with various complicated situations and promote their professional skills in customer service so as to lay a solid foundation for their smooth development and future success.

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