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Most customer service is defined by how a company or organization treats "external customers," but there is "internal customer service" as well. While this manual mainly addresses "external customers," expanding your definition of customer service to include co-workers will lead toward even greater success.



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Customer Service Training Manual

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Strategies and Tools for Delivering Great Customer Service. ... Strategies and Tools for Delivering Great Customer Service Table of Contents Introduction ... his world-renowned book "The E-Myth Revisited" (which by the way should be required reading for ANYBODY

Strategies and Tools for Delivering Great Customer Service

51 Describe the customer service needs, wants and expectations of your target audience. Customer Service Goals and Objectives The second component in a customer service plan is the establishment of goals and objectives for

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