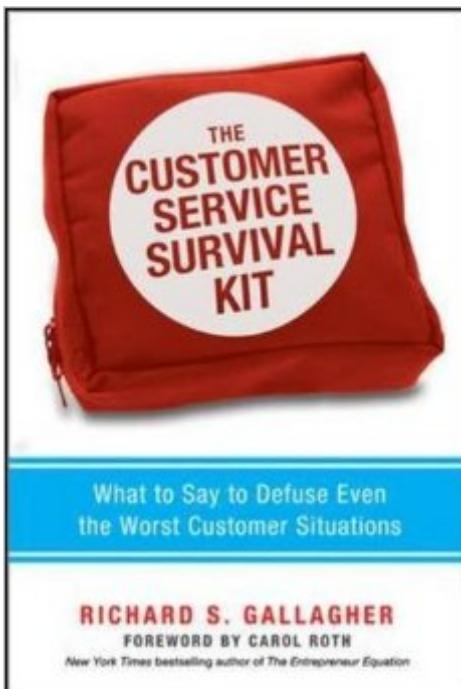


The book was found

The Customer Service Survival Kit: What To Say To Defuse Even The Worst Customer Situations



Synopsis

The worst customer situations demand more of front-line employees than good intentions and the right attitude. These kinds of issues can send seasoned service professionals into red alert, and require the communication skills of a crisis counselor.

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