

图书基本信息

书名：<<金牌客服AWARD-WINNING CUSTOMER SERVICE>>

13位ISBN编号：9780814474549

10位ISBN编号：0814474543

出版时间：2007-1

出版时间：Amacom Books

作者：Evenson, Renee

页数：232

版权说明：本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问：<http://www.tushu007.com>

<<金牌客服AWARD-WINNING CU>>

内容概要

Delivering top-of-the-line customer service is Job #1 for most companies, an important factor in keeping profits high and customers coming back. Customer service problems can damage not just a company ' s reputation but its bottom line, so for busy managers -- and business owners with little time to search for solutions -- some fast help is needed.

书籍目录

Acknowledgments Introduction 1 CUSTOMERS: Delight Your Audience 1. Pay Attention 2. Listen Completely to Your Customers 3. Know Your Business 4. Do What You Say You Will When You Say You Will 5. Follow Up for Satisfaction 6. Making Customers Happy Is Job #12 PERFORMANCE: Your Role of a Lifetime 7. Present Your Best Face Forward 8. Maintain a Positive Attitude 9. Exude Confidence 10. Honesty Is Always Your Best Choice 11. Energize Yourself 12. Bounce Back with Resiliency 3 PLANNING: A Good Script Begins with Thoughtful Consideration 13. Create a Personal Mission Statement 14. Write a Customer-Focused Plan 15. Set Specific and Relevant Goals 16. Measure Results to Stay on Track 4 COMMUNICATION: Choose the Right Lines in the Script 17. You Don't Communicate Alone 18. Stop When You See Communication Red Lights 19. Go with Green Light Communication 20. Listen, Listen, Listen 21. Speak Your Best at All Times 22. Pay Attention to Body Language: Yours and Others 23. Give and Get Accurate Information 24. Ask Good Questions 25. Ask Who, What, When, Where, Why, and How 26. Answer and Respond to Enhance Communication 27. Assure to Make Others Feel Valued 28. Zap Zapper Words from Your Vocabulary 29. Charge Ahead with Charger Words 5 LEADERSHIP: Great Performances Need Great Direction 30. Positive Leadership Begins with Awareness 31. Develop Positive Leadership Qualities 32. Think Like a Leader 33. Model Leadership Behavior 34. Learn Critical Thinking Skills 35. Make Solid Decisions 36. Manage Your Time or Your Time Will Manage You 37. Add Value to Everything You Do 6 PREPARATION: Things Are Going to Change 7 TRAINING: Learn Your Lines 8 TEAMWORK: The Actors Made the Cast 9 MOTIVATION: Monitoring the Process 10 FEEDBACK: Rave Reviews and Poor Reviews 11 MEETINGS: On-the-Spot Rehearsals 12 CONFLICT: Every Production Has Turmoil 13 COMMITMENT: Take It from the Top 14 QUICK TIPS: Cue Cards Index

版权说明

本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问:<http://www.tushu007.com>