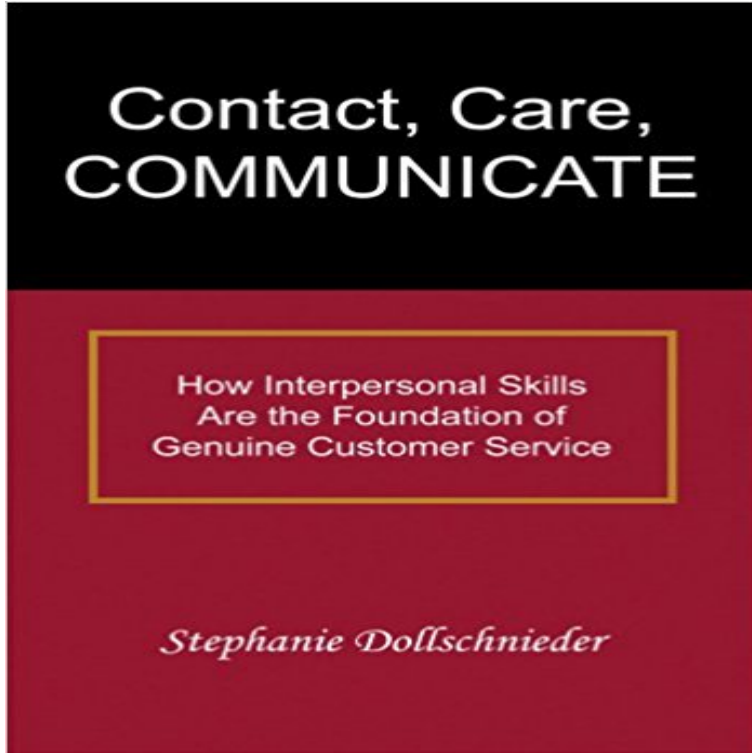


Contact, Care, COMMUNICATE: How Interpersonal Skills Are the Foundation of Genuine Customer Service



Contact, Care, COMMUNICATE: How Interpersonal Skills Are the Foundation of Genuine Customer Service is a quick and easy read. It helps demystify people skills by presenting interaction concepts in a straight-forward manner that most people can employ. The book pages contain real-world approaches to customer service challenges, and actionable steps for creating an outstanding service experience that will help secure customer loyalty, grow customer base and business services.

This book is a compilation of the insights and observations gleaned from over 20 years of successful research, training, and consulting work in the field of customer service. Ms. Dollschnieder contends that genuine customer service is really a study and practice in human relations. The guidelines within Contact, Care, COMMUNICATE explore the best ways to optimize the human aspect of service. You'll be introduced to the critical Business-Service-Trust Cycle; learn effective listening techniques; come to understand the nuances of non-verbal communication; and be provided with seven steps for salvaging customer relationships when an error has been made. For those encounters with seriously angry customers, it also provides Seven Tips for Dealing Effectively with Angry or Difficult Customers. Lastly, the book contains how to suggestions for those businesses that want to reap the many benefits of creating an internal culture of service.

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