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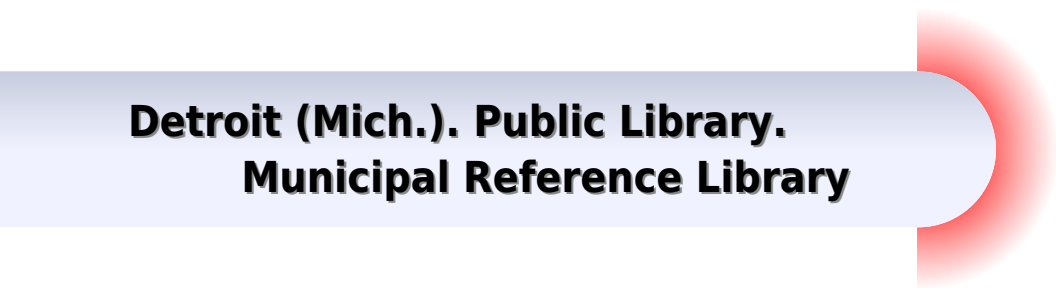
GREAT
CUSTOMER
SERVICE
ON THE
TELEPHONE

Kristin Anderson

AMERICAN MANAGEMENT ASSOCIATION

Great Customer Service On The Telephone Worksmart Series

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Great Customer Service on the Telephone Kristin Anderson,1992-11-26 A thorough quick reading guide that shows anyone who uses the phone how to treat it as a service tool that directly impacts on company profits First impressions are often lasting impressions How customers are treated on the phone can quickly turn them into either an ex customer or a customer for life In this book you will be able to double your effectiveness when you learn how to handle irate customers end those endless calls take meaningful messages handle conference calls and transfer calls screen calls and ask focused questions use the phone during emergencies improve your voice effectiveness With worksheets checklists and fill in forms Great Customer Service on the Telephone will inspire fabulous phone service **Lost Time is Never Found Again**

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reference offers coverage of aspects of customer service and support Contributors from companies including Coopers Lybrand IBM and Xerox offer advice on creating the corporate culture establishing and using the right measurements and standards short and long term strategic planning using state of the art technology managing the workforce and where to go for further information How to Recognize & Reward Employees Donna Deepröse,1994 Staff morale motivation MRL

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insightful approach to time management perfect for busy people in need of smart easy to use tools that will reduce stress and increase career success A must read Kim Jehn Client Relations Manager

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