

# The World Of Customer Service

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It's not often that I would review a textbook, but the World of Customer Service is really well written. I enjoyed the class which consisted of the book primarily. The chapters are well laid out and the material is current and relevant.

### **Customer Service**

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When you satisfy your customers, they not only help you grow by continuing to do business with you but they will also recommend you to friends and associates. The practice of customer service should be as present on the showroom floor as it is in any other sales functions and pertinent in the overall company environment.

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### **Customer Service | On Top of the World Info**

I read this for a customer service course I took at school. As someone who's been involved with customer service for around ten years, a lot of it wasn't new to me, but I did learn some things. I do have kind of mixed feelings about some of the things in the book itself, generally with regard to how ...

### **Customer Service Definition - investopedia.com**

The World of Customer Service 2E teaches exemplary

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customer service tactics used by professionals in all types of organizations. Reflecting current concepts and tips, this practical text focuses on strategies for reaching company goals, dealing with problems and complaints, winning back customers, and creating loyal customers.

### **The World of Customer Service by Pattie Gibson**

Customer service is the direct one-on-one interaction between a consumer making a purchase and a representative of the company that is selling it.

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The goal of customer service is to transform an unhappy

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customer into a customer who feels thrilled about how well they were taken care of when they reached for out for assistance.

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The World of Customer Service-Chapter 2. Environment made up of various factors; values, beliefs, norms, rituals and practices of employees within the company. Employees helping employees.

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