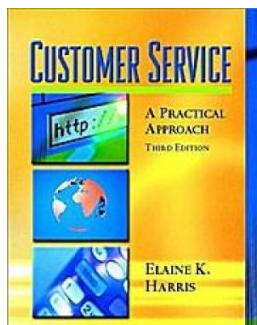


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## CUSTOMER SERVICE



Prentice Hall, 2002. Softcover. Condition: Neu. Neu Schnelle Lieferung, Kartonverpackung. Abzugsfähige Rechnung. Bei Mehrfachbestellung werden die Versandkosten anteilig erstattet. - Important issues face customer service providers and customer service managers today. A #1 training and reference resource für numerous companies, the text's unique approach unfolds the dynamics of the customer service industry. It places a special emphasis on self-assessment and the mastery of the skills that together provide tangible evidence of individual and corporate productivity. 164 pp. Englisch.

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- Authored by Elaine K. Harris
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