



Customer Service A to Z

Larry Williams

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Customer Service A to Z is an excellent training guide for managers and employees. It is an affordable and easy read that will have you rethinking everything you thought you knew about customer service. Within seconds of picking up this book, you will begin to develop a training program that addresses the imperfections in your current customer service model. *Customer Service from A to Z* speaks the language of the employee and makes a compelling case for continued self-improvement. From the simple to the flagrant, this book has it all and spells it out clearer than any other book of its kind. It is a must read for every employee, manager and business owner!

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