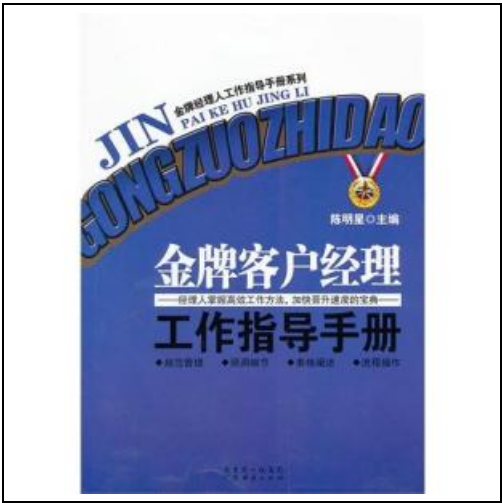


Gold Manager Guidebook Series: Gold account manager working Guidebook(Chinese Edition)



Filesize: 5.47 MB

Reviews

This book will not be simple to get going on reading but extremely exciting to read through. Yes, it can be play, still an interesting and amazing literature. I am very easily could possibly get a delight of reading a written book.
(Rene Olson)

GOLD MANAGER GUIDEBOOK SERIES: GOLD ACCOUNT MANAGER WORKING GUIDEBOOK(CHINESE EDITION)



paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment. Paperback. Pub Date: November 2012 Pages: 219 Language: Chinese in Publisher: Guangdong Provincial Publishing Group. Guangdong Economic Press Gold Manager Guidebook: Gold Account Manager Guiding Manual. is divided into four chapters. main content including specification: customer service department staffing and job responsibilities. the customer service department. customer service department work system to develop a template. Comprehensive. detailed work management is standardized. accurate. in-depth work system template used that tool form. so that the management of more direct and simple. Contents: Chapter 1 customer service department staffing and Responsibilities 1.1 Account Manager 1.2 Account Manager Assistant 1.3 customer surveys competent 1.4 Customer Ombudsman 1.5 customer development manager 1.6 Customer Development Commissioner in charge of customer relations 1.7 1.8 Customer Relations Specialist 1.9 large customer charge of 1.10 selection and customer service customers Commissioner 1.11 after-sales charge of 1.12 after-sales service Commissioner 1.13 customer the complaints charge of 1.14 Customer Complaints Commissioner 1.15 customer charge of 1.16 Customer Information Commissioner 1.19 1.17 Call Center Supervisor 1.18 head of the call center call centers Commissioner Chapter 2 Customer Service Specification 2.1 The staff of the standard specification 2.2 telephone answering etiquette work specification 2.3 office daily behavior specification 2.4 employees etiquette Management Specification 2.5 telephone follow services specification 2.6 Customer Information inspections Specification 2.7 Customer Information loaned work Specification 2.8 customer complaint handling. work norms 2.9 aftermarket door service work specification 2.10 service personnel work specification 2.11 service personnel specification 2.12 customer service reception work site service specification 2.13 customers to visit the regional planning Specification 2.14 customer credit assessment Specification the specification engineer 2.16 2.15 Customer Information processing site service work specification 2.17 customers Service Code of Conduct 2.18 customer service...



[Read Gold Manager Guidebook Series: Gold account manager working Guidebook\(Chinese Edition\) Online](#)



[Download PDF Gold Manager Guidebook Series: Gold account manager working Guidebook\(Chinese Edition\)](#)

Relevant eBooks



TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (2-4 years old) in small classes (3)(Chinese Edition)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date :2005-09-01 Publisher: Chinese children before making Reading: All books are the...

[Read eBook](#)

»



TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (3-5 years) Intermediate (3)(Chinese Edition)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date :2005-09-01 Publisher: Chinese children before making Reading: All books are the...

[Read eBook](#)

»



Edge] the collection stacks of children's literature: Chunhyang Qiuyun 1.2 --- Children's Literature 2004(Chinese Edition)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date: 2005 Pages: 815 Publisher: the Chinese teenager Shop Books all book....

[Read eBook](#)

»



TJ new concept of the Preschool Quality Education Engineering: new happy learning young children (3-5 years old) daily learning book Intermediate (2)(Chinese Edition)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date :2005-09-01 Publisher: Chinese children before making Reading: All books are the...

[Read eBook](#)

»



JA] early childhood parenting :1-4 Genuine Special(Chinese Edition)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date :2006-01-01 Pages: 179 Publisher: the China Pictorial Our book is all...

[Read eBook](#)

»