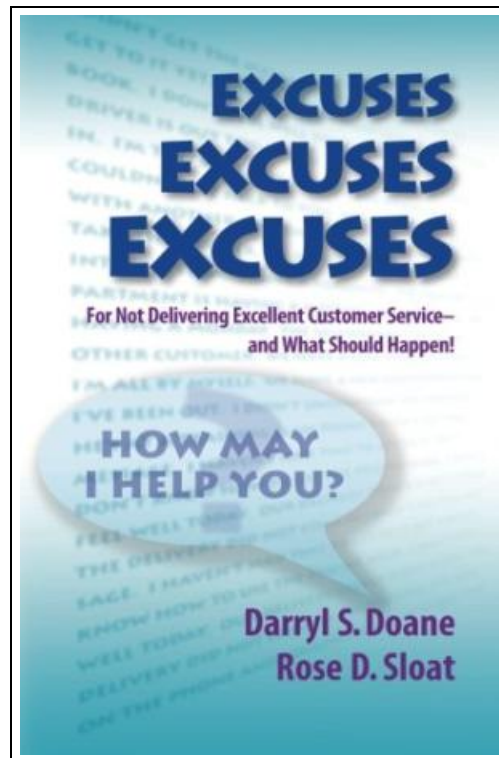


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HRD Press. Paperback. Condition: New. Eileen Klockars (illustrator). 124 pages. Dimensions: 7.2in. x 4.5in. x 0.4in.This insightful and funny handbook identifies everyday excuses for why customers dont receive first class serviceand suggests what reps on the front-line should do or say instead. Excuses, Excuses, Excuses is designed to increase service employees awareness of the attitudes that frustrate customersand drive business away. Theres no better way to reinforce the importance of caring, professional and customer-focused service. The authorsboth established experts in customer servicehighlight 117 excuses commonly heard and used, including: Excuse 1: My computer is down Excuse 4: Were short-handed Excuse 13: I havent had time to get to it yet Excuse 49: Its lunch time Excuse 52: The salesperson is with another customer Excuse 117: If you would bring up our web page you would find that information. The easy-to-reference format puts alternative responses within fingertip reach, making this a highly practical guide youll use over and over. This item ships from multiple locations. Your book may arrive from Roseburg,OR, La Vergne,TN. Paperback.



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