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GRUPO NELSON, United States, 2009. Paperback. Book Condition: New. John Bush (illustrator). 4th. 226 x 150 mm. Language: Spanish . Brand New Book. Para hacer que los clientes de hoy en dia continuen regresando, usted no puede tan solo dar un buen o incluso fabuloso servicio al cliente. Usted tiene que exceder sus expectativas. Completamente actualizado con nuevas tecnicas para ayudarlo a trabajar exitosamente hasta con los clientes mas dificiles, Wow! Deje al cliente boquiabierto con un servicio fuera de serie provee consejos y estrategias probados para: cumplir con las expectativas de los clientes y satisfacer sus necesidades; hacer que sea mas facil que la gente realice negocios con uno; determinar los momentos apropiados para romper las reglas; convertirse en fantasticos reparadores y poderosos solucionadores de problemas; enfrentar efectivamente a clientes infernales, y mucho mas! Escrito con un estilo accesible y humoristico, esta edicion presenta anecdotas recientes e ilustraciones nunca antes vistas del caricaturista John Bush, asi como tambien capitulos sobre temas importantes incluyendo la linea divisoria generacional, servir a clientes por todo el mundo, y comunicarse con eficacia con companeros de trabajo de diversas funciones en otros departamentos.

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