

Everyone Is a Customer

With this book you can build communication and motivational bridge. Read it and duplicat the winning strategies.

Give yourself the customer edge, this book provides you with:

- The nuts and bolts of customer service
- Techniques for identifying customers differences
- Tips on mastering the games customer plays
- Phone control techniques

This book provides a fast track action plan for customer service. Read it. Give it to your staff. Keep it on your desk as preference, but above all, make certainly you have it, Your competition will!!



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