

Customer Service: A Practical Approach, 2000, 148 pages, Elaine K. Harris, 0130826650, 9780130826657, Prentice Hall, 2000

A #1 training and reference resources for companies nationwide, this informative guide provides users with (1) a thorough understanding of the customer service industry, (2) a working knowledge of current trends and the ability to interpret those trends, and (3) the fundamental abilities and strategies which lead to the successful implementation of customer service. Goes beyond providing reasons why customer service is important by defining proven methods for creating an environment that achieves excellence in customer service. Discusses such current issues as the rapid integration of technology and the multi-cultural marketplace, and emphasizes critical areas of skill-building essential to success, i.e., problem-solving and decision making, time management, human relations, leadership, and technology training. Discusses the changing marketplace; understanding the customer of the 21st century; embracing new technologies; call centers; customer service over the Internet; and enhancing service experiences and building customer loyalty. Offers new sections on reputation management, ethics in customer service, and understanding churn, and includes a perforated Redi-reference card at the end of the book containing highlights, key terms, and selected chapter illustrations. For customer service providers, business administrators, and marketing professionals.

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