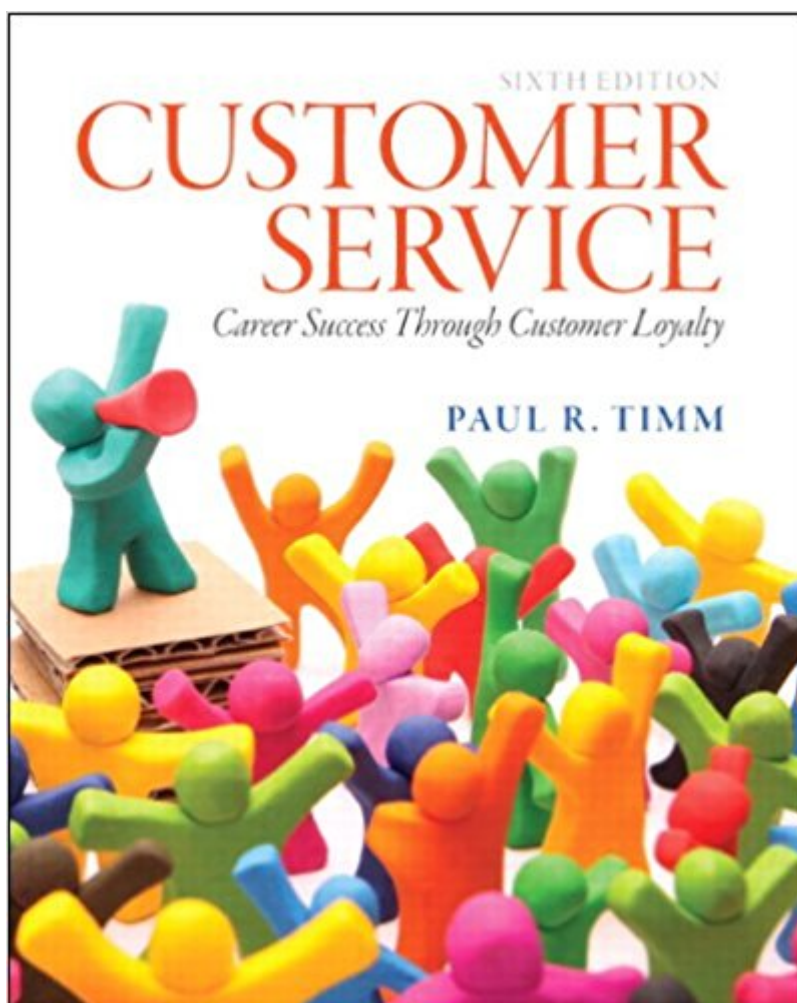


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# Customer Service: Career Success Through Customer Loyalty (6th Edition)



## Synopsis

Customer Service: Career Success through Customer Loyalty, 6e provides a systematic process for building service skills that all business people need. Presented in a friendly, conversational manner, the text is filled with examples that demonstrate the link between service skills and career achievement. This edition features more on social networking, trustability, and customer service trends. Information is also included on internal customers, emerging technologies, and stress-reducing techniques. Throughout the text, there is an emphasis on transforming good service intentions into a workable plan that yields loyalty and success.

## Book Information

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Average Customer Review: 4.1 out of 5 stars 21 customer reviews

Best Sellers Rank: #23,557 in Books (See Top 100 in Books) #23 in Books > Business & Money > Marketing & Sales > Customer Service #443 in Books > Business & Money > Processes & Infrastructure #1110 in Books > Textbooks > Business & Finance

## Customer Reviews

I have this book for a class, excited that I don't have to carry another textbook, just disappointed that does not work with the Kindle Cloud Reader on my Acer ChromeBook, but at least still have it on my Kindle Fire

This book you need it for your career. Or any career because it talks about customer service every should have customer service if you live in a capitalism country, you want to make business go ahead.

Very little highlighting/writing in book.

Book came in good condition.

Useful book.

It was in good shape when I received it and it has been fine to use for class.

The book is in some what good condition, the pages are starting to fall out and I am only on chapter 1

Other than the highlights throughout the book, it was in good condition.

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