



IMPROVING CUSTOMER SERVICE THRU TELEPHONE COURTESY

Telephone Courtesy And Customer Service

**Esther Hoffmann, Dennis Farrell, Neil
Lilford, Mariaan Ellis**

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Operations and Management Principles for Contact Centres Esther Hoffmann,Dennis Farrell,Neil Lilford,Mariaan Ellis,2008-09 Several South African agencies institutes organizations and professional bodies are promoting and developing contact center operations in order to satisfy international and national market demands Accordingly additional information knowledge and experience are needed to improve on how organizations integrate core business processes into these contact centers Responding to this need the industry is now being represented in higher education Featuring sections on managing contact center performance recruiting training and motivating staff and customer relations management this comprehensive course guide cowritten by several experts in the field is ideal for institutions offering courses for contact center agents and anyone working in the contact center industry **Telephone Courtesy & Customer Service** Lloyd Finch,2009 We all depend on phones every day and we each have different phone styles But few people realize how essential proper telephone techniques are to business The fact is telephone skills are critical to quality customer service Learn how to represent your company and satisfy the needs of customers at the same time through effective use of this important business tool

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