



Building Blocks For Improving Customer Relationships

Richard , Csp Flint

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The truth of the matter is— in most situations customer service is a concept that is designed by the company, but not always implemented by the people. In the pages of this book, you will find 20 stories that took customer service and defined it with a definition of customer appreciation. In Building Blocks For Improving Customer Relationships, you will learn the difference between the concept of customer service and the demonstration of caring for the customer.

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