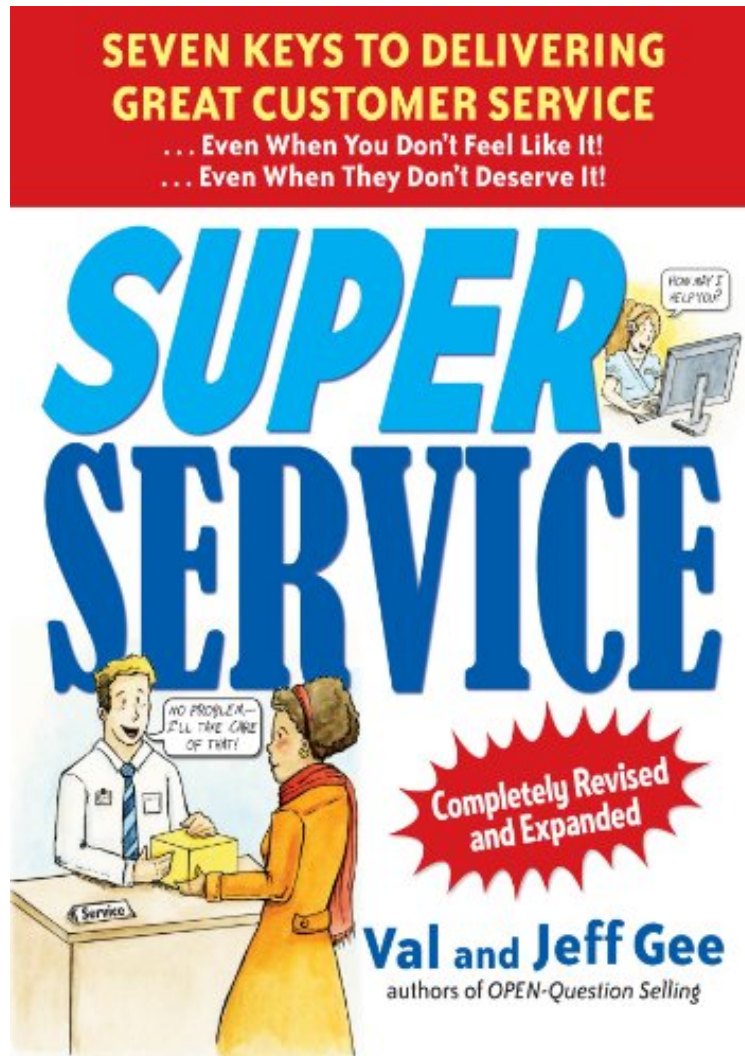


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Super Service: Seven Keys to Delivering Great Customer Service...Even When You Don't Feel Like It!...Even When They Don't Deserve It!, Completely Revised

Jeff Gee, Val Gee

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1 of 1 people found the following review helpful. Avoiding service complaints now. Thank you.By TriumphGalWent

to a seminar and this book was recommended. After a series of angry people at work ended up generating a service complaint, I bought this to find other ways to deal with hostile "customers" at work. I have the kind of job where people I meet are generally in crisis, and if I do my job right, I will not see them again. It isn't a position where you are trying to get repeat "customers" but I was still able to learn ways of working with people to make it possible for them to leave in a less stressed mode than when they came in. So far, service complaints are down. 0 of 0 people found the following review helpful. Four Stars By Vjvery helpful in my career field of customer care for a cable company!! 3 of 3 people found the following review helpful. SuperService used for class textbook By V. MERCHANT This book was the required textbook for a college Customer Service class that I am taking. The book is an easy easy read. It is well organized and contains many examples and tips. I would recommend this book to anyone entering into a customer service occupation or job.

Don't just give them customer service. Give them Super Service! For more than a decade, customer service professionals have turned to Super Service for the very best advice on dealing with demanding, dissatisfied, and downright difficult customers. Now, it has been completely revised and expanded to address today's unique customer-service issues. Super Service, 2nd Edition teaches you how to deliver great service in a way that enriches your life and keeps you from burning out. It provides the same advice that made the first edition a perennial favorite and includes all-new information on: Listening to customer needs Understanding today's savvy customer Adopting a positive attitude Adding value to the customer experience Providing service quickly and efficiently Customers are becoming increasingly savvy and demanding—which makes your job harder than ever. In order to ensure smooth interactions, you need to keep a step ahead—you need to deliver super service.

About the Author Val and Jeff Gee are founders of the McNeil Johnson Learning Company, a million-dollar training firm with offices in the United States, Australia, Egypt, Guatemala, and the United Kingdom. For more information, go to www.mjlearning.com.