



Service! Some People Just Don't Get It (Paperback)

By Trapper Woods, Todd Woods

Morgan James Publishing llc, United States, 2006. Paperback. Book Condition: New. 226 x 148 mm. Language: English . Brand New Book ***** Print on Demand *****.Finally, here is a customer service book with no fluff. The authors have extensive experience in owning and managing retail operations and franchises. They know the challenges and frustrations of providing service on the front lines because they've been there and done it themselves. This book guides you through a simple six step formula called The Circle of Service. This is a system developed and applied in their family business for over fifty years. The principles covered can be applied by individuals as well as business organizations of any size. You'll enjoy the tips and techniques that have been developed from street smarts rather than a rehash of material from other text books. Furthermore, you will discover not only is this book a quick read but fun and entertaining as well.



READ ONLINE
[4.85 MB]

Reviews

Very good electronic book and valuable one. It is actually written in basic words instead of difficult to understand. I discovered this ebook from my i and dad encouraged this publication to discover.

-- Prof. Jevon Frami

It is an amazing ebook i actually have at any time study. We have read and so i am certain that i will likely to read through yet again once again later on. Your way of life period will likely be change when you complete looking at this pdf.

-- Cristina Rowe