



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 owing 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.



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