



Superior Customer Service: How to Keep Customers Racing Back to Your Business--Time Tested Examples from Leading Companies

Dan W Blacharski

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This new book details how to care for customers and how to make superior service happen, and keep customers coming back to your store or Web site. You will learn practical and innovative tips and tricks that are easy to implement. These concepts and skills can be applied immediately. This book is a ready-made, in-house training workshop and step-by-step manual for creating superior customer service in an ever-competitive business environment. Learn from successful companies what works and what doesn't to help keep customers racing back to your business.

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