

"An outstanding guide to the techniques and attitudes required to provide great customer service." George Gendron, Editor-in-Chief, Inc. magazine

Customer Service

FOR

DUMMIES[®]

2nd Edition

***A Reference
for the
Rest of Us!***

**Karen Leland
Keith Bailey**

*Internationally acclaimed
quality service experts*

*foreword by Giles H. Bateman, Chairman
of CompUSA, Inc. & Cofounder of Price Club*

*Revised with all-new
material on e-mail and
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