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product you have promised the customer, be punctual in its fulfilment. Changes or cancellations later in the day can be harmful to you and your organization's reputation.

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page 6 Exercise 1: Service Attitude
Document two experiences – an especially
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very bad.

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Outstanding Customer Service - The Ultimate Guide! – iStudy

1. Customers appreciate customer service team members who are _____. Irritable
Genuine None of these answers are correct.

2. What is advocacy in customer service? None of these answers are correct. Poor feedback A communication

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technique A... 3. Customer service teams have the ability to positively ...

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Guide Customer Service Professionals who constantly deal with customers (inside and outside the company) need to strive for certain qualities to help them answer customer needs. The professional qualities of customer service to be emphasized always relate to what the customer wants.

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Customer Service Training Manual

customer service Customer service is the ability of knowledgeable, capable, and enthusiastic employees to deliver products and services to their internal and external customers in a manner that satisfies identified and unidentified needs and ultimately results in positive word-of-

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could also involve processing customer's orders, reclamations, bookings, liaising with other departments and administration. These responsibilities can be different according to the industry the agent works in.

Customer Service Agent Guide for

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Beginners | Paldesk

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An Introduction to Customer Service Training Course

The Functional Consultant with customer

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