



The Robot Syndrome: How to Overcome It and Provide Uniquely Human Customer Service

By John J. Miksa

AuthorHouse. Paperback. Book Condition: New. Paperback. 156 pages. Dimensions: 8.0in. x 5.0in. x 0.4in. The Great Global Recession has rumbled through the worlds economies like a freight train out of control and wreaked havoc with businesses both large and small in every industry. Fewer customers are spending less and demanding more satisfaction with every purchase. And as companies continue to reduce the size of their workforces, employees are challenged as never before to maintain and improve customer satisfaction. How can employees at every level in a company contribute to delivering uniquely human customer service How can they learn to overcome using robot-like responses to address customer service issues What must every employee learn to do to help transform their companys customer service into a competitive advantage In his book, The Robot Syndrome, John presents a highly practical set of Adaptive Service Principles and companion Pointers to address what may be todays most pressing business issue. Using an entertaining combination of wit, common sense, and practical advice, he presents a new way to help companies achieve and sustain the highest possible level of customer satisfaction. By using the principles and pointers that he sets forth, individuals will become more adaptive and will...



READ ONLINE
[7.2 MB]

Reviews

I actually started out looking at this book. It really is rally interesting throgh studying time period. I am just happy to inform you that here is the greatest ebook i have read through within my personal daily life and could be he best book for possibly.

-- **Miss Myrtice Heller**

This publication is wonderful. Better then never, though i am quite late in start reading this one. I am very happy to tell you that here is the best book we have read through inside my personal daily life and could be he finest pdf for actually.

-- **Ms. Sydnee Lesch**

Related eBooks



Dont Line Their Pockets With Gold Line Your Own A Small How To Book on Living Large

Madelyn D R Books. Paperback. Book Condition: New. Paperback. 106 pages. Dimensions: 9.0in. x 6.0in. x 0.3in. This book is about my cousin, Billy a guy who taught me a lot over the years and who can teach you a lot. Everyone who...



DK Readers Animal Hospital Level 2 Beginning to Read Alone

DK CHILDREN. Paperback. Book Condition: New. Paperback. 32 pages. Dimensions: 8.9in. x 5.8in. x 0.1in. This Level 2 book is appropriate for children who are beginning to read alone. When Jack and Luke take an injured duck to the vet, it is just...



Too Old for Motor Racing: A Short Story in Case I Didnt Live Long Enough to Finish Writing a Longer One

Balboa Press. Paperback. Book Condition: New. Paperback. 106 pages. Dimensions: 9.0in. x 6.0in. x 0.3in. We all have dreams of what we want to do and who we want to become. Many of us eventually decide it is too late; we have missed...



The Day I Forgot to Pray

Tate Publishing. Paperback. Book Condition: New. Paperback. 28 pages. Dimensions: 8.7in. x 5.8in. x 0.3in. Alexis is an ordinary five-year-old who likes to run and play in the sandbox. On her first day of Kindergarten, she makes her first school-aged friend, Elizabeth, and...



Scholastic Discover More Penguins

Scholastic Reference. Paperback. Book Condition: New. Paperback. 80 pages. Dimensions: 10.0in. x 8.0in. x 0.4in. Scholastic Discover More is a revolutionary new nonfiction line pairing stunning print books with corresponding interactive digital books that extend the learning online. PENGUINS unlocks a free 48-page...



Summer Fit Preschool to Kindergarten Math, Reading, Writing, Language Arts Fitness, Nutrition and Values

Summer Fit Learning. Paperback. Book Condition: New. Paperback. 160 pages. Dimensions: 10.6in. x 8.3in. x 0.5in. Summer Fit Activity Books move summer learning beyond academics to also prepare children physically and socially for the grade ahead. Academic exercises are based on Common Core...