CUSTOMER SERVICE

A Practical Approach



ELAINE K. HARRIS

Customer Service A Practical Approach 6th Edition

Roman Wölfel

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Customer Service Elaine K. Harris, 2007 Customer Service A Practial Approach was created to meet the growing need for qualified customer service professionals This practical text workbook focuses on the skills and strategies needed to build and maintain customer service excellence Customer Service: Pearson New International Edition PDF eBook Elaine K. Harris, 2013-10-03 For undergraduate courses in Customer Service Training and Development and Service Marketing also as a supplement for a course in Marketing Principles The market leader Customer Service A Practical Approach Sixth Edition goes beyond providing reasons why customer service is important to defining proven methods for creating customer service excellence Using a hands on approach it covers a wide range of knowledge and skills and offers an extensive collection of activities to enliven and invigorate any lecture This edition features a revised chapter on technology new Ethics in Action exercises and coverage of the latest trends in the customer service field Focusing on problem solving communication strategies and technology this classic text pinpoints the skills needed to improve and sustain customer satisfaction and The Practicalities of Human Resources Dr. Arbab Akanda, 2013-12-09 This book is for those who business relationships think that human resources is fundamental to organisation success It focuses on how to create develop and implement workforce information based on HR arguments to address the needs of the organisation What needs to be understood the book is for practitioners those who will implement HR practices to obtain greater output from the employees The approach is Promoting Organizational Performance Through 5G and Agile fresh where the perspective is from HR data Marketing Santos, José Duarte, Sousa, Bruno Miguel, 2022-09-30 It is well understood that many business operations are evolving to fit within the mold of society s technological advancement This is no different for marketing While there are indicators proving the evolution of marketing there are still many questions that must be addressed when examining the changes made to the field whether this evolution will force new tactics whether it will be reduced to technological tools and more These questions must be answered in order to allow organizations to be more customer oriented and competitive Promoting Organizational Performance Through 5G and Agile Marketing provides knowledge and skills to allow readers the ability to understand the evolution and trends of marketing as well as its implications in organizations and customer relationships It consolidates concepts introduced in recent years and examines possible opportunities to broaden the breadth of marketing demonstrating its interdisciplinarity Covering topics such as loyalty programs brand attachment and purchase intention this premier reference source is an excellent resource for business leaders and executives brand managers IT managers marketers communications professionals students and faculty of higher education librarians researchers and academicians Pocket Guide to Technical Communication William S. Pfeiffer, 2007 This handy reference is ideal for anyone interested in improving business technical and scientific writing It contains samples of every major document type resume business letter etc and showcases well written documents that serve as how to guides so readers can model the organization

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Reb, 2006 Description The book offers a comprehensive overview of the treatment and care of the older adult with cancer The evidence based practice approach is timely and provides the foundation for nursing practice that is the expected standard of care The use of the case study at the end of each chapter assists the reader in the synthesis and application of the information The book addresses every aspect of the care and treatment of not only the cancer patient but also the family The chapter on complementary therapy is a bonus Purpose The purpose is to focus on the unique aspects of treatment and care that the older adult with cancer requires Addressing the older adult with cancer is of paramount importance to not only the health of the individual but of the family community and society The book meets the author s objectives Audience This is written for all healthcare providers The authors have written a book that can be used by gero oncology nurses but it is appropriate for the multidisciplinary team that provides care to the older adult with cancer The authors have the professional background with applicable experience to edit this book Features This book covers more than the care and treatment of cancer in the older adult It provides necessary background information that demonstrates the impact of cancer on the older patient and their significant others. 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