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Customer Service: Career Success through Customer Loyalty, 6e provides a systematic process for building service skills that all business people need. Presented in a friendly, conversational manner, the text is filled with examples that demonstrate the link between service skills and career achievement.

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that memorable experience through the evaluation of the workplace environment and the best customer service practices for use with your customers. Part J, "Fulfilling Needs/Providing Solutions," focuses on building customer confidence, encouraging

**50 Activities for Achieving Excellent Customer Service**

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