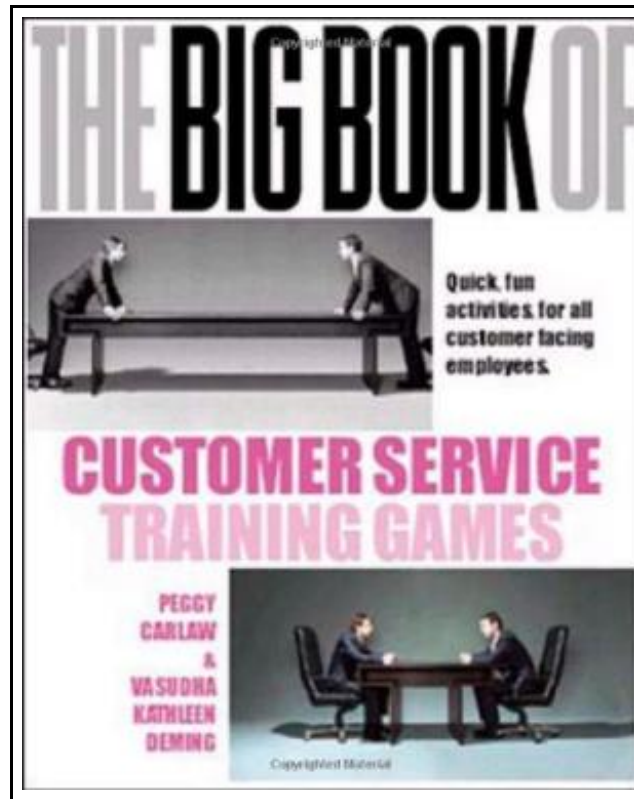


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McGraw-Hill Education - Europe. Paperback. Book Condition: new. BRAND NEW, The Big Book of Customer Service Training Games: Quick,Fun Activities for All Customer Facing Employees, Peggy Carlaw, Vasudha Kathleen Deming, Here are over two dozen ready-to-use innovative activities that help trainers and managers teach the basics of providing great customer service. Each fun, engaging training game takes just 15-30 minutes to implement. With step-by-step instructions for facilitators and reproducible participant handouts, these activities provide concrete techniques for: maintaining a positive service attitude; speaking and communicating clearly; honing superior telephone skills; learning the best approaches to dealing with difficult customers; and, other essentials to successfully provide great front line customer service.



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