

Caring For The Customer Ss3 - Nebs Management

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This workbook will enable managers to: explain the meaning and significance of customer care; identify their internal and external customers; identify their customers' expectations and any areas in which they are failing to meet them; provide an effective lead for their team in raising the standard of customer care; ensure that they and their team members perform to a high standard in customer-contact situations. Author: Management, NEBS Publisher: Routledge Illustration: N Language: ENG Title: Caring for the Customer SS3 Pages: 00096 (Encrypted EPUB) / 00096 (Encrypted PDF) On Sale: 2012-09-10 SKU-13/ISBN: 9780750632980 Category: Business & Economics : General Category: Business & Economics : Human Resources & Personnel Management Category: Business & Economics : Management - General

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