

Customer Service Skills For Success 5th Edition T



Customer Service Skills For Success

Customer service is an integral part of business relationships, and certain success secrets will help you build rapport with customers and stakeholders. According to a June 2008 article on ...

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The customer service industry requires employees to have a number of soft—or interpersonal—skills. Whether you interact with customers in person, on the phone, or via email or online chat, it's important that you be able to relate to others on a human level and that they feel as if they are interacting with someone who genuinely cares and wants to solve their problem.

Top 10 Soft Skills for Customer Service Jobs

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There are certain customer service skills that every employee must master if they are forward-facing with customers. Without them, you run the risk of finding your business in an embarrassing customer service train-wreck, or you'll simply lose customers as your service continues to let people down.

16 Customer Service Skills Every Employee Needs

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