The Big Book Of Customer Service Training Games Quick Fun Activities For Training Customer Service Reps Salespeople And Anyone Else Who Deals With Customers Big Book Series

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The Big Book Of Customer
Synopsis. 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 ...

The Big Book of Customer Service Training Games: Quick ...
Had so many informative simple, task but things that make a huge difference in customer service.. This book is just as it purports to be - a book of "games" to assist in the training of Customer Service Representatives. It's a fun book that fits perfectly into the training curriculum to help motivate people.

The Big Book of Customer Service Training Games by Peggy ...
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The Big Book of Customer Experience | CX Network
I've gotten some great ideas from THE BIG BOOK OF CUSTOMER TRAINING GAMES and this book is a great way to liven up your next meeting. As the subtitle states, the games are quick and fun activities for all customer facing employees. I would have rateed this book higher but for two small shortcomings.

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Big Book of Customer Service Training Games has been used by thousands of managers, team leaders and supervisors to help their service teams hone their skills and build teamwork all while having fun. These easy-to-use games take just 15 to 30 minutes and include handouts and worksheets, which you may print/photocopy.

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The Big Book Of Customer Service Training Games Big Book ...
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