



# Great Customer Service on the Telephone (Worksmart Series)

*Kristin Anderson*

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## Great Customer Service on the Telephone (Worksmart Series) Kristin Anderson

First impressions are often lasting impressions. How customers are treated on the phone can quickly turn them into either an ex-customer or a customer for life. This thorough, quick-reading guide shows anyone who uses the phone -- from salesperson to manager to secretary -- how to treat it as a service tool that directly impacts on company profits. Readers will be able to double their effectiveness when they learn how to:

- \* handle irate customers
- \* end those ""endless"" calls
- \* take meaningful messages
- \* handle conference calls and transfer calls
- \* screen calls and ask focused questions
- \* use the phone during emergencies
- \* improve their voice effectiveness

With worksheets, checklists, and fill-in forms, this desktop primer will inspire fabulous phone service.



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