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The Customer Service Survival Kit: What to Say to Defuse Even the Worst Customer Situations . by Richard S. Gallagher, MA MFT. Foreword by Carol Roth, New York Times bestselling author of The Entrepreneur Equation

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Book Description The worst customer situations demand more of front-line employees than good intentions and the right attitude. These kinds of issues can send seasoned service professionals into red alert, and require the communication skills of a crisis counselor.

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