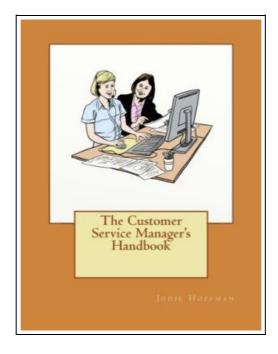
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Createspace, United States, 2015. Paperback. Condition: New. David J Dunthorne (illustrator). Language: English. Brand New Book ***** Print on Demand *****. The Customer Service Manager s Handbook is a comprehensive resource for managers. It covers the importance of hiring the right employees, getting them acclimated, and properly training them. It gives valuable tips on how to coach and motivate employees to perform at their absolute best. The Handbook highlights the huge impact performance evaluations have on performance. It also gives tips on tackling difficult situations, such as getting people back on track when they are not performing up to par. The Customer Service Manager s Handbook provides valuable information on hiring, orientation, training, coaching, motivating, disciplining, and evaluating employees. Most importantly, all of the information is tailored to customer service departments! Within the Handbook you II find dozens of helpful forms to help you navigate the unique world of customer service management!.



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