

1. Record Nr.	UNINA9910454400503321
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Titolo	What to say to a porcupine [[electronic resource]] : 20 humorous tales that get to the heart of great customer service // Richard S. Gallagher
Pubbl/distr/stampa	New York, : American Management Association, c2008
ISBN	1-281-75797-7 9786611757977 0-8144-1056-1
Edizione	[1st edition]
Descrizione fisica	1 online resource (126 p.)
Disciplina	658.8/12
Soggetti	Customer services Customer services - Management Customer relations Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Contents; Acknowledgments; Introduction; Section I: The Basics; Section II: On the Front Lines; Section III: R-E-S-P-E-C-T; Section IV: Service Strategy; Section V: You and Your Service Team; Epilogue: Good Service Is More Than a Fable; Index; About the Author;
Sommario/riassunto	An entertaining, instructive collection of fables that will inspire the kind of customer service that keeps people coming back!