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Descrizione fisica	1 online resource (306 p.)
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Soggetti	Customer services - Management Executives - Training of Time management Leadership Communication in management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Managing yourself -- Understanding your management style -- Developing your leadership qualities -- Planning and organizing for results -- Managing others -- Communicating up, down, across, in, and out -- Training for excellence.
Sommario/riassunto	Great customer service depends on great customer service MANAGEMENT.