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The Big Book Of Customer

Synopsis. Here are over two dozen ready-to-use innovative activities that help trainers and managers teach the basics of providing great customer service. Each fun, engaging training game takes just 15-30 minutes to implement. With step-by-step instructions for facilitators and reproducible participant handouts, these activities provide

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concrete techniques for; maintaining a positive service attitude;  
speaking and communicating clearly; honing superior telephone skills;  
learning the best ...

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The Big Book of Customer Service Training Games: Quick ...

Had so many informative simple, task but things that make a huge difference in customer service.. This book is just as it purports to be - a book of "games" to assist in the training of Customer Service Representatives. It's a fun book that fits perfectly into the training curriculum to help motivate people.

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The Big Book of Customer Service Training Games by Peggy ...

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The Big Book of Customer Experience | CX Network

I've gotten some great ideas from THE BIG BOOK OF CUSTOMER TRAINING GAMES and this book is a great way to liven up your next meeting. As the subtitle states, the games are quick and fun activities for all customer facing employees. I would have rated this book higher but for two small shortcomings.

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