



Customer Service - Thinking Big Picture (Paperback)

By Dan Galloway

Dan Galloway, United States, 2009. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.Black white photography with a color cover. Dan Galloway examines the little things that make a difference in building and maintaining relationships with customers. Topics include body language, cell phones, e-mail, empathy, listening, tone of voice, and words/phrases. In this easy-read book, Dan makes his points through big picture references to Chicago, cookies, dominoes, hummingbirds, pelicans, shoes, turtles, and wet leaves. Additionally, there are eye-opening survey results that reveal what customers expect from businesses.

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Petrucci Library Press, United States, 2013. Paperback. Book Condition: New. 335 x 188 mm. Language: English . Brand New Book ***** Print on Demand *****. Composed in August of 1920 while vacationing in his native Switzerland, Pastorale d ete (Summer Pastorale) evokes a...



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