



A Comprehensive Guide to

CUSTOMER SERVICE TRAINING FOR YOUR STAFF



Customer Service Training For Wait Staff

Dan S. Kennedy, Shaun Buck



Customer Service Training For Wait Staff:

The Waiter & Waitress and Waitstaff Training Handbook Lora Arduser, 2017-01-19 Customer Service For Dummies Karen Leland, Keith Bailey, 2011-03-03 Customer Service For Dummies Third Edition integrates the unbeatable information from Customer Service For Dummies and Online Customer Service For Dummies to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent

How to Hire, Train & Keep the Best Employees for Your Small Business Dianna Podmoroff, 2005 Book CD ROM Ask any manager today and they will say their biggest concern is the competition for talented good employees The business costs and impact of employee turnover can be grouped into four major categories costs resulting from a person leaving hiring costs training costs and lost productivity costs The estimated cost to replace an employee is at least 150 percent of the person's base salary As you can see managers must learn to hire train and keep your employees highly motivated This book will help you to learn the fundamentals of sound hiring how to identify high performance candidates and how to spot evasions You will learn to create a workplace full of self motivated employees who are highly purpose driven The book contains a wide assortment of carefully worded questions that help to make the process more effective Innovative step by step descriptions of how to recruit interview hire train and keep the best people for every position in your organisation This book is filled to the brim with innovative and fun training ideas that cost little or nothing and ideas for increasing employee involvement and enthusiasm When you get your employees involved and enthused you will keep them interested and working with you not against you With the help of this book get started today on building your workplace into one that inspires employees to do excellent work because they really want to

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