

# 《如何与客户谈话》

## 图书基本信息

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作者：Berenbaum, Diane/ Larkin, Tom

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## 内容概要

### 在线阅读本书

Filled with case studies and anecdotes, *How to Talk to Customers* demystifies the most critical aspect of customer service: conversations employees have every day with customers. In this must – have resource, Diane Berenbaum and Tom Larkin outline a proven system based on their MAGIC customer service training program. MAGIC, which stands for Make A Great Impression on the Customer, can help anyone become the type of communicator that makes their customers feel special. For more on this book, visit [www.howtotalktocustomers.com](http://www.howtotalktocustomers.com)

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