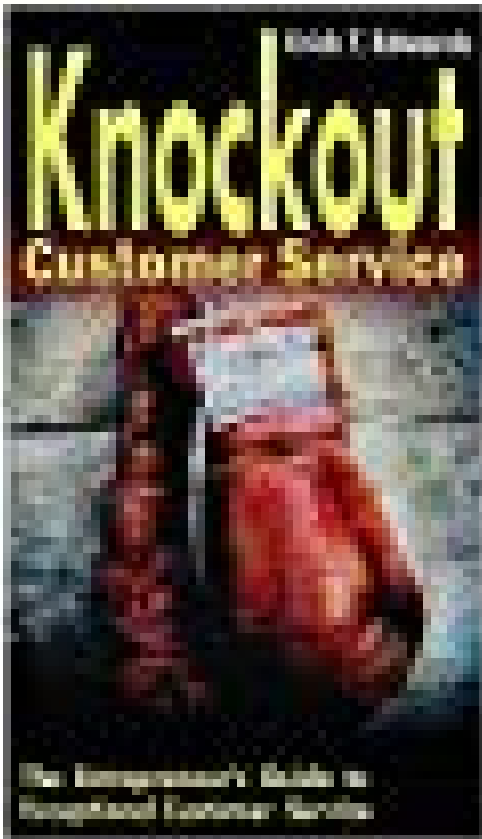


Knockout Customer Service: The Entrepreneur's Guide to Customer Service



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Knockout Customer Service puts a fresh twist on a well discussed topic. There are tons of books on customer service; this is the first to compare customer service and training for customer service to boxing. Knockout Customer Service reveals a unique Customer Service Boxing Model to demonstrate the relationship between training and coaching.

It quotes some of the most famous names in boxing and recalls historical fights; using analogies of the fundamentals of boxing to the fundamentals of customer service. The book also provides insight for defusing irate customers, leveraging employees experience and developing an overall customer service strategy. Not only should you find this book informative in the area of customer service, it will also spark the boxing enthusiast in you. Enjoy!