



101 Activities for Delivering Knock Your Socks Off Service (Knock Your Socks Off Series)

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Today's customers want service that is faster, better, cheaper. But how can organizations ensure that they are prepared to meet that challenge? The perfect addition to best-selling author Ron Zemke's "Knock Your Socks Off Service[registered]" book series, "101 Activities for Delivering Knock Your Socks Off Service" provides readers with practical tools to help meet their customers' needs. This set of powerful exercises teaches customer service managers and employees valuable ways to help their organizations provide world-class service and helps them create an action plan for improvement. This title is written in the same accessible and humorous style that made this series a classic. Divided into 20-30 minute activities, this invaluable guide will help all readers improve their service and wow their customers.

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