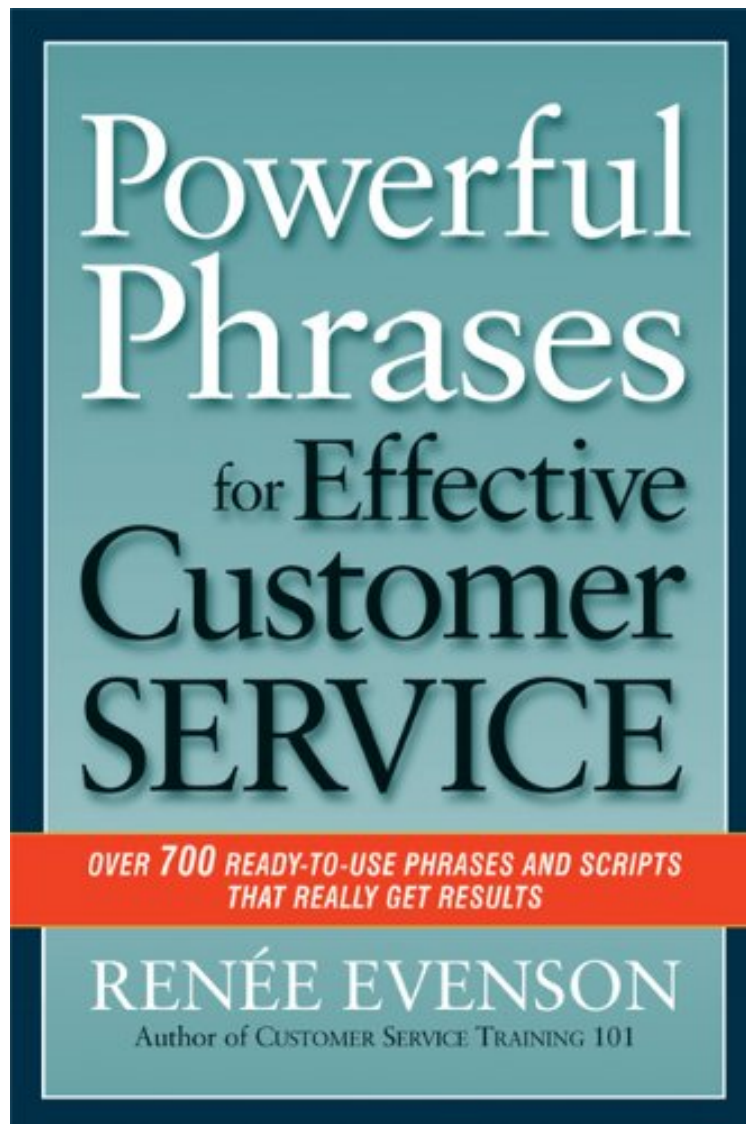


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Powerful Phrases for Effective Customer Service: Over 700 Ready-to-Use Phrases and Scripts That Really Get Results

RENÉE EVENSON

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RENÉE EVENSON : **Powerful Phrases for Effective Customer Service: Over 700 Ready-to-Use Phrases and Scripts That Really Get Results** before purchasing it in order to gage whether or not it would be worth my time, and all praised Powerful Phrases for Effective Customer Service: Over 700 Ready-to-Use Phrases and Scripts That Really Get Results:

3 of 3 people found the following review helpful. InterestingBy B. LeeVery quick and interesting read. Most of it

should be common sense but so many people get flustered in the heat of the moment so it's good to be reminded of how to act appropriately. This would be a good book for training purposes or if you just want to improve your customer service skills. 0 of 0 people found the following review helpful. Five Stars By CustomerIt's ok. 0 of 0 people found the following review helpful. Perfect Book By Tina Lee I deal with angry and difficult customers daily and this book has allowed me to get control of the conversation and get to actually helping the customer.

Let's face it, dealing with customers isn't easy. They aren't always right—or even pleasant—but knowing the right words to use can make all the difference. *Powerful Phrases for Effective Customer Service* shares over 700 phrases and scripts that have been proven time and again to defuse even the most difficult interactions. Covering 30 challenging customer behaviors and 20 tough employee-caused situations, this indispensable reference makes it easy for readers to assess the circumstances, find the appropriate response, and confidently deliver satisfaction to every customer. In addition, readers will learn how to incorporate language into their daily routine that communicates welcome, courtesy, rapport, enthusiasm, assurance, regret, empathy, and appreciation. Every chapter includes helpful Do This! sample scenarios that bring the phrases to life as well as Why This Works sections that provide detailed explanations. Practical and insightful, *Powerful Phrases for Effective Customer Service* ensures that employees will never again be at a loss for words when dealing with customers.

"This book is a must-have for any business dealing with the public." -- Retailing Insight
As every customer service provider knows from experience, dealing with customers isn't easy. *Powerful Phrases for Effective Customer Service* makes a difficult job less stressful and more rewarding. —Retail Observer
From the Back Cover Customers aren't always right. And they're not always pleasant. Sometimes they can be rude, combative, or downright obnoxious. As a service provider, you may be faced with the task of helping someone who has a preexisting grudge against your company, or even someone who is intoxicated or mentally unstable! Yet there are also times when it's not the customer who behaves badly. If you inadvertently say or do something that causes a customer to become upset or angry, what can you do to save the interaction? Dealing with customers isn't always easy. But knowing the right words can make all the difference. Covering 30 challenging customer behaviors and 20 tough employee-caused situations, *Powerful Phrases for Effective Customer Service* shows you how to incorporate language that communicates courtesy, warmth, receptiveness, rapport, enthusiasm, assurance, regret, empathy, and appreciation into your daily routine. The book contains over 700 phrases and scripts that have been proven time and again to diffuse even the most difficult exchanges you may face as a customer service professional. This practical and insightful book focuses on two critical components of service: the value of using "powerful" phrases, and backing up your words with appropriate actions. You'll learn the six steps to interacting successfully with your customers, as well as how to identify specific behaviors and situations and pair them with corresponding approaches for guiding the conversation swiftly and smoothly to a happy resolution. You'll also learn how to effectively engage with customers who post comments, complaints, or compliments on social media sites. Filled with helpful Do This! scenarios that reinforce the correct methods for dealing with difficult situations—as well as Why This Works sections that help you understand the motivation underlying the most effective verbal and behavioral strategies—this invaluable book proves once and for all that phenomenal customer service can be put into words. RENE' E EVENSON has worked in the customer service management field for more than 30 years, including nearly two decades as a customer service manager and trainer at BellSouth Telecommunications. She has a degree in organizational psychology and is the author of *Customer Service Training 101* and *Customer Service Management Training 101*. She lives in Saint Simons Island, Georgia. About the Author RENE' E EVENSON has worked in the customer service management field for over 30 years, including nearly two decades as a customer service manager and trainer at BellSouth Telecommunications. She has a degree in organizational psychology and is the author of *Customer Service Training 101* and *Customer Service Management Training 101*.