



Le Service Client Pour Les Nuls

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Le Service Client Pour Les Nuls:

Le service client pour les nuls Karen Leland, Keith Bailey, 2010-12-17 Le client est roi Aujourd'hui la réussite d'une entreprise dépend en grande partie de la qualité de son service client De bons produits ne suffisent plus les clients demandent un suivi de l'aide et des conseils Et leurs exigences doivent être satisfaites rapidement Quelle que soit la taille de votre entreprise ce guide pratique et détaillé vous explique comment fournir un service de qualité optimale vos clients Il contient de nombreuses techniques et suggestions pour apporter votre client le service qu'elle attend Vous y trouverez une aide précieuse pour surmonter les difficultés rencontrées au quotidien garder votre sang froid avec un client en colère bien concevoir votre site web mais aussi pour former et manager vos collaborateurs pour en faire des champions du service client et atteindre l'excellence dans ce domaine Découvrez comment Mettre le client au cœur de l'entreprise Améliorer le service client par des enquêtes Coacher votre équipe Transformer la qualité du service en succès commercial Gérer les clients difficiles Traiter les réclamations de la clientèle Développer le service client sur le Web

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