

Key customer service soft skills

- 1 Communication
- 2 Listening skills
- 3 Emotional intelligence
- 4 Friendliness
- 5 Ability to remain calm under pressure
- 6 Good organization
- 7 Writing skills
- 8 Body language
- 9 Initiative to follow up
- 10 Customer service

Examples Of Excellent Customer Service Skills

G Psacharopoulos



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