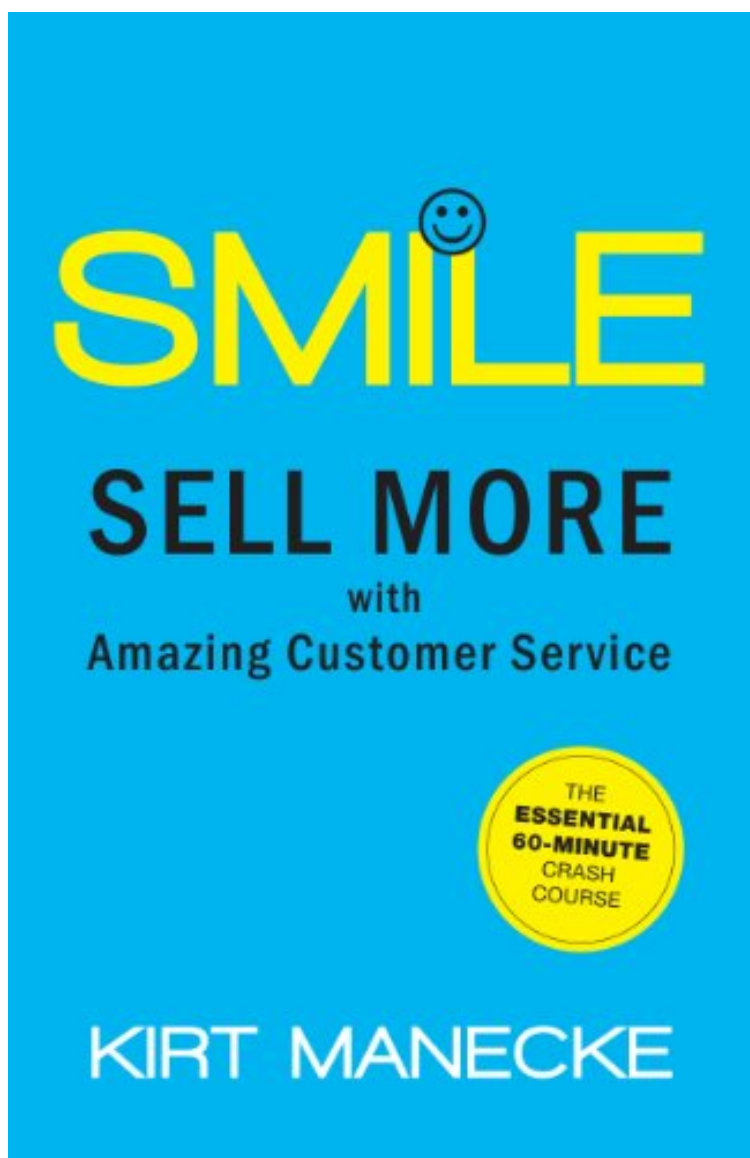


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# Smile: Sell More with Amazing Customer Service (English Edition)



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If you're using this book to train new employees or current staff, choose one or two concepts to practice each day or each week - it's easy to implement! Featured in STORES magazine by the National Retail Federation."Manecke reminds us that these simple manners are essential to any company's bottom line and shows how to implement them in a purposeful, effective way."-San Francisco Book , 5 out of 5 Star Rating"An excellent crash course in customer service-read it to become a quick study at delighting those you serve."-Katya Andresen, Author, Robin Hood Marketing: Stealing Corporate Savvy to Sell Just Causes"We have started an "evidence" book full of positive customer feedback. 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This means: 1) you and your staff will actually read it, and 2) you can start today."I read a LOT of business books - 100+ a year since 1989. Out of all of the customer service books I have ever read this is absolutely the BEST to give to ALL of your employees as a good, solid, fundamental book "handbook" on why customer service is so incredibly critical - and how to deliver it well."-John Spence, Top 100 Small Business Influencer in AmericaEverything You Need to SucceedQuickly and easily turn your customers into life-long evangelists and friends. Smile will help you make more money, starting TODAY! Scroll up this page, click and order Smile for yourself and each ofPrsentation de l'diteurWinner of 8 AwardsCreate Profitable, Lifelong Customers in 60 Minutes or Less!While 80% of companies think they're providing superior service, customers say only 8% are hitting the mark. Customer service is serious business. Ignoring the need to train employees often has devastating consequences. 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Biographie de l'auteur: Kirt Manecke is an award-winning author, and sales, marketing, fundraising, and business development specialist with over 30 years of experience surprising and delighting customers. A former salesman and publicist for a New York Times bestselling author and former owner of an award-winning specialty store, he lives in Milford, Michigan. His best-selling book, Smile: Sell More with Amazing Customer Service, has won 6 awards. Smile is considered to be one of the best customer service books and sales books. After reading Smile, one reader told Kirt, "You nailed it!" Perfect for sales training, Smile is loaded with sales techniques you can use to improve sales management and your sales force. Smile is featured in STORES magazine, published by the National Retail Federation. Teaching how to maximize the customer experience, Smile helps you make or raise more money through great customer relationship management. The advantage this book has over others is that it's a quick and easy read - a crash course in customer service and sales. This means: 1) you'll actually read it, and 2) you can start today. "Highly recommended." The Midwest Book