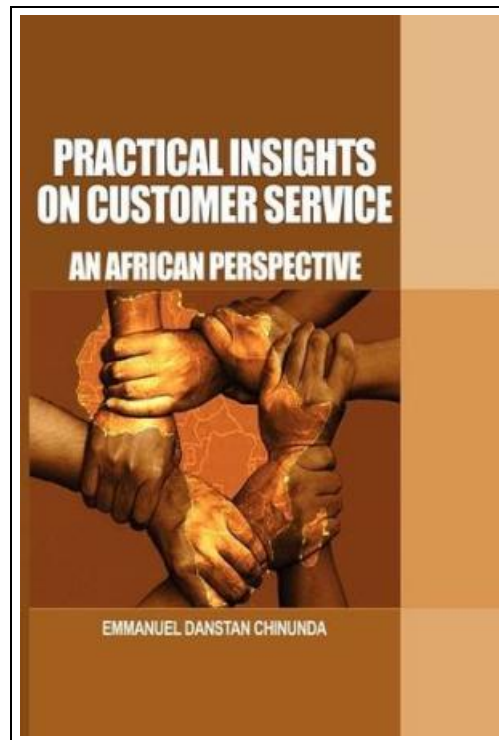


Practical Insights on Customer Service: An African Perspective



Filesize: 1.38 MB

Reviews

A must buy book if you need to adding benefit. It really is writer in straightforward words and not difficult to understand. I am just pleased to let you know that here is the best ebook i have got read through in my individual daily life and may be he best book for ever.
(Prof. Charles Boehm)

PRACTICAL INSIGHTS ON CUSTOMER SERVICE: AN AFRICAN PERSPECTIVE



Adonis Abbey Publishers Ltd, United Kingdom, 2011. Paperback. Book Condition: New. Large type edition. 234 x 156 mm. Language: English . Brand New Book ***** Print on Demand *****.Practical Insights On Customer Service offers an African perspective on the thorny question of customer care. It challenges readers to reflect on the current challenges in Africa and how effective customer care can help to unlock some of the opportunities available in the continent. It highlights the common problems organizations face in the continent and recommends ways of enhancing the principles of customer service. Written in a reader-friendly language, the book also conscientises the readers and organizations to simple, but often overlooked winning formulae in life-customer service. He holds a Master of Business Administration (MBA) Degree from Management College of Southern Africa (South Africa) and a post graduate certificate in Business Counselling from the University of Durham (UK). One of the most sought after speakers in Malawi, he is on the board of several companies and also runs his own consultancy firm, Arch Professionals, which offers professional training in customer service, sales, team building, attitude change, conflict management and strategy development. He also writes a weekly columnist for a local daily newspaper in Malawi. He can be contacted at.



[Read Practical Insights on Customer Service: An African Perspective Online](#)



[Download PDF Practical Insights on Customer Service: An African Perspective](#)

See Also



Learning to Sing: Hearing the Music in Your Life

Fawcett Books. Paperback / softback. Book Condition: new. BRAND NEW, Learning to Sing: Hearing the Music in Your Life, Clay Aiken, Allison Glock, "My mother prophesied years ago that my voice would take me places....

[Download Book »](#)



DK Readers L1: Jobs People Do: A Day in the Life of a Firefighter

DK Publishing. Paperback / softback. Book Condition: new. BRAND NEW, DK Readers L1: Jobs People Do: A Day in the Life of a Firefighter, Linda Hayward, DK Publishing, This Level 1 book is appropriate for...

[Download Book »](#)



DK Readers L1: Jobs People Do: A Day in the Life of a Teacher

DK Publishing (Dorling Kindersley), United States, 2001. Paperback. Book Condition: New. American.. 224 x 150 mm. Language: English . Brand New Book. This Level 1 book is appropriate for children who are just beginning to...

[Download Book »](#)



Children s Educational Book: Junior Leonardo Da Vinci: An Introduction to the Art, Science and Inventions of This Great Genius. Age 7 8 9 10 Year-Olds. [Us English]

Createspace, United States, 2013. Paperback. Book Condition: New. 254 x 178 mm. Language: English . Brand New Book ***** Print on Demand *****.ABOUT SMART READS for Kids . Love Art, Love Learning Welcome. Designed to...

[Download Book »](#)



Children s Educational Book Junior Leonardo Da Vinci : An Introduction to the Art, Science and Inventions of This Great Genius Age 7 8 9 10 Year-Olds. [British English]

Createspace, United States, 2013. Paperback. Book Condition: New. 248 x 170 mm. Language: English . Brand New Book ***** Print on Demand *****.ABOUT SMART READS for Kids . Love Art, Love Learning Welcome. Designed to...

[Download Book »](#)