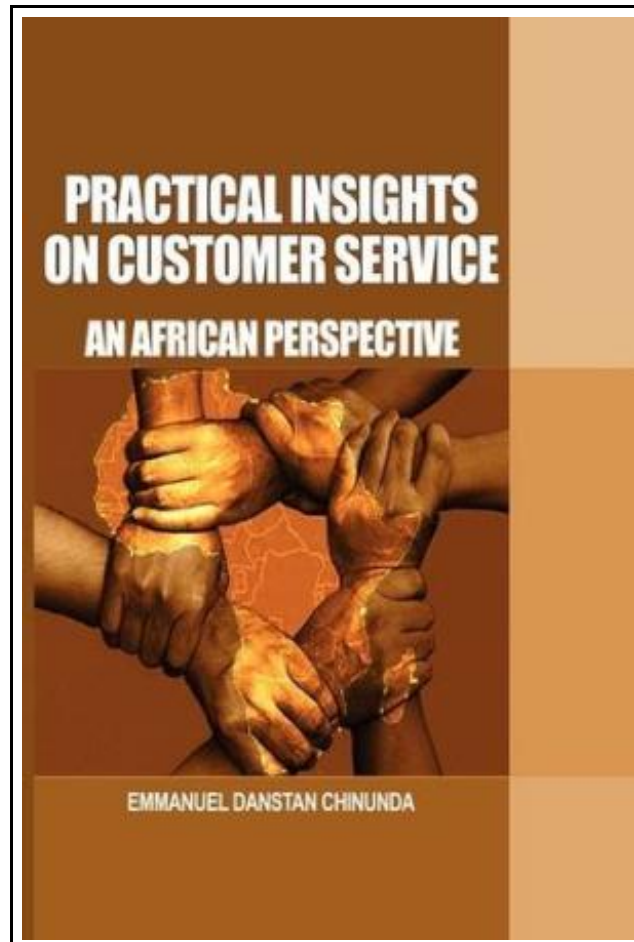


Practical Insights on Customer Service: An African Perspective



Filesize: 2 MB

Reviews

Extensive guideline! Its such a great go through. It is definitely basic but surprises in the 50 % of the pdf. It is extremely difficult to leave it before concluding, once you begin to read the book.

(Fernando Hahn)

PRACTICAL INSIGHTS ON CUSTOMER SERVICE: AN AFRICAN PERSPECTIVE

DOWNLOAD



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](#)

Relevant eBooks



I Am Reading: Nurturing Young Children s Meaning Making and Joyful Engagement with Any Book

Heinemann Educational Books, United States, 2015. Paperback. Book Condition: New. 234 x 185 mm. Language: English . Brand New Book. It s vital that we support young children s reading in ways that nurture healthy...

[Save Book »](#)



Who am I in the Lives of Children? An Introduction to Early Childhood Education

Pearson Education (US), United States, 2015. Paperback. Book Condition: New. 10th Revised edition. 254 x 201 mm. Language: English . Brand New Book. Note: This is the bound book only and does not include access...

[Save Book »](#)



The Well-Trained Mind: A Guide to Classical Education at Home (Hardback)

WW Norton Co, United States, 2016. Hardback. Book Condition: New. 4th Revised edition. 244 x 165 mm. Language: English . Brand New Book. The Well-Trained Mind will instruct you, step by step, on how to...

[Save Book »](#)



Skills for Preschool Teachers, Enhanced Pearson eText - Access Card

Pearson Education (US), United States, 2016. Online resource. Book Condition: New. 10th edition. 279 x 216 mm. Language: English . Brand New Book. NOTE: Used books, rentals, and purchases made outside of Pearson If purchasing...

[Save Book »](#)



History of the Town of Sutton Massachusetts from 1704 to 1876

Createspace, United States, 2015. Paperback. Book Condition: New. annotated edition. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.This version of the History of the Town of Sutton Massachusetts...

[Save Book »](#)