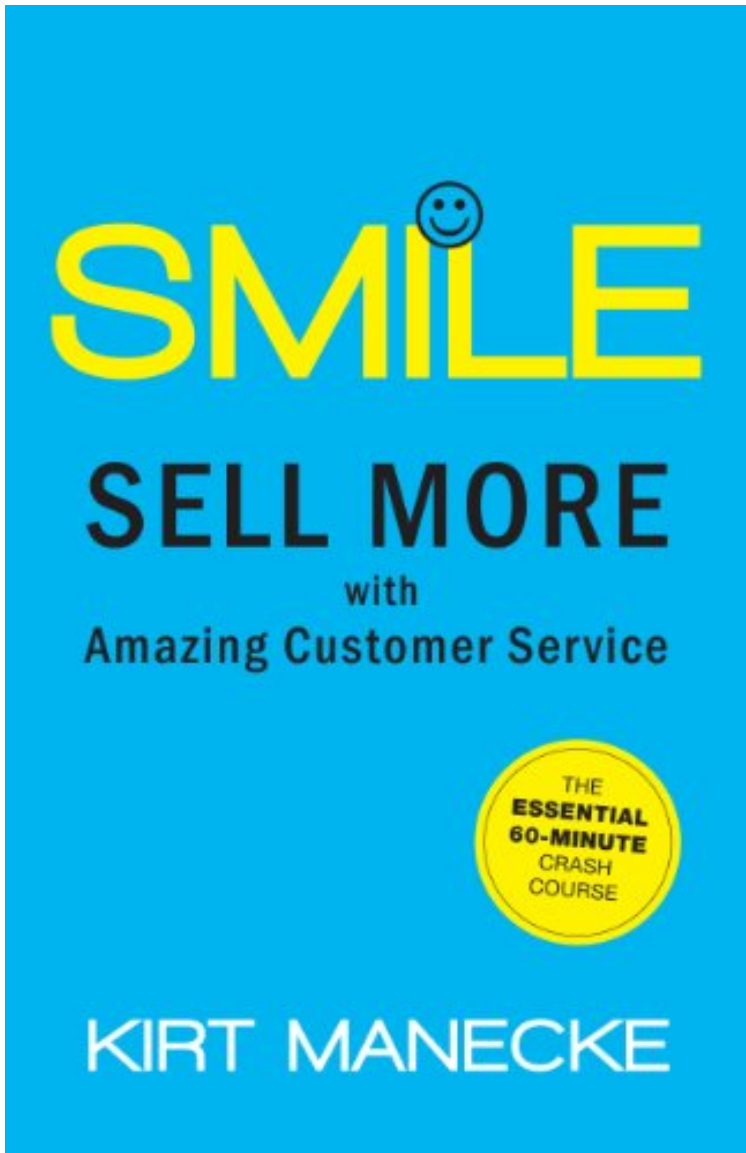


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# Smile: Sell More with Amazing Customer Service (English Edition)



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Prsentation 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. Poor customer service costs U.S. businesses an estimated \$83 billion a year. Too often customer satisfaction is ignored or taken for granted.Are sales slow? Could sales be better? Too busy to even think about training staff? Do your employees know the basics of amazing customer service and sales? Are

you losing sales every day due to a poorly trained staff? Are your customers upset? Can't afford or don't have time for expensive seminars? Have you almost given up? Don't know where to turn for help?The Essential 60-Minute Crash CourseThere are plenty of sales and customer service books out there, and many are very good. But what employee is going to read a 200-300 page book? Smile, at just 106 information packed pages, is a quick and easy read - a 60-minute crash course in customer service and sales.Neiman Marcus and BancorpSouth Use Smile. You Can Too!Don't have a training program or training manual? Let Smile be your trainer! Smile is a customer service and sales handbook to help you and your employees instantly delight customers and increase sales or donations! Packed with invaluable tips and advice, Smile's simple, practical approach will help you sell more, starting today. A quick, 60-minute read, it could easily be the best gift you ever give yourself or your employees. 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. Since we read Smile as a team, our evidence book has exploded."-Thad Szott, Thad Szott Auto Group, Highland, MIWith Smile You Have What it Takes To:Quickly and easily train your staff in friendly customer service and salesPut more money into your wallet, starting today, with excellent customer serviceTransform your sales or donations from just so-so - to sizzling!Discover How To:Increase sales, repeat business and positive buzz about YOU, starting TODAYASK for the sale or donation - and get it!Boost your sales and service confidenceIt's all within your reach. Packed with indispensable sales tips, proven techniques, and "must-do-now" strategies, this customer service training book will help you generate immediate results.Why this Book?While there are many customer service and sales training books on the market, Smile has a unique advantage. It's a quick and easy read - a crash course. You can read it in 60 minutes or less. 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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