



The Customer is Boss

John Tschohl

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The Customer is Boss reveals how you can obtain exceptional service in terms of promptness, courtesy, convenience, product knowledge, and a service person's ability to actually solve a problem for you. It provides specific steps you can take to both prevent bad service and change bad service to good service in a calm, reasoned, effective manner. The guidelines provided in John Tschohl's book show how to effectively challenge bad customer service and gain satisfaction in the dealings with service providers.

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