



Super Service: Seven Keys to Delivering Great Customer Service...Even When You Don't Feel Like It!...Even When They Don't Deserve It!, Completely Revised and Expanded

Jeff Gee, Val Gee

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Don't just give them customer service. Give them Super Service!

For more than a decade, customer service professionals have turned to *Super Service* for the very best advice on dealing with demanding, dissatisfied, and downright difficult customers.

Now, it has been completely revised and expanded to address today's unique customer-service issues.

Super Service, 2nd Edition teaches you how to deliver great service in a way that enriches your life and keeps you from burning out. It provides the same advice that made the first edition a perennial favorite and includes all-new information on:

- Listening to customer needs
- Understanding today's savvy customer
- Adopting a positive attitude
- Adding value to the customer experience
- Providing service quickly and efficiently

Customers are becoming increasingly savvy and demanding?which makes your job harder than ever. In order to ensure smooth interactions, you need to keep a step ahead?you need to deliver super service.

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