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This customer service-training manual will answer these questions and many more, providing numerous concepts and ideas of how to improve the service you offer customers.

Throughout the course of the manual

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Examples
we will come back to three fundamental elements that must exist and be cultivated in order for good service to flourish: 1.

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Example 3. Think about what you want to include. In order to create an effective training guide, you need to have a good idea of what type of content you want to include in it. Compile all the information, knowledge, process, checklists, etc that needs to be included in the

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Example manual. Make sure you are thorough with every point and have everything you need to write the training manual.

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Satisfying an unhappy customer costs a lot more, both in dollars and cents, than satisfying a customer on the first try. 2 CUSTOMER SERVICE

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TRAINING 101

~~CUSTOMER SERVICE TRAINING~~ 101

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While this manual mainly addresses external customers, expanding your definition of customer service to include co-workers will lead toward even greater success. Remember, the internal customer chain is just like the external, we are all customers both inside and outside the company or

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Every single company has a different definition of customer service, so it's important to answer, "What is customer service?" for your team.

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