

**MONITORING, MEASURING, AND MANAGING CUSTOMER
SERVICE**

Philip Bruni

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Excellent customer service does not come about by accident. It is a learnable set of behaviors that can be monitored, measured, and managed. Drawing from his.

Monitoring, Measuring, and Managing Customer Service by Gary S. Goodman

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This new edition features interviews with working customer service professionals, boxes that highlight leadership qualities of successful customer service managers, an increased focus on diversity issues, and. It adds clarity to things that you intuitively and Managing Customer Service and provides insight into things that you don't.

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