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(Wilbert Connelly)

COMPLAINT IS A GIFT



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HarperCollins Publishers India Pvt. Ltd., Noida, India, 2013. Soft cover. Book Condition: New. A Complaint Is a Gift shows precisely how to handle complaints in a way that brings benefit to your organization and satisfaction to your customers even when you have to say no. The second edition features two brand-new chapters on receiving and responding to complaints of the Internet; a new section on how to deal with and take advantage of complaints that are directed at you personally; and, turning the tables, a section on how you can complain constructively and effectively. The text has been heavily revised throughout, with a wealth of new examples, tools, and strategies. Page Extent: 304.

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