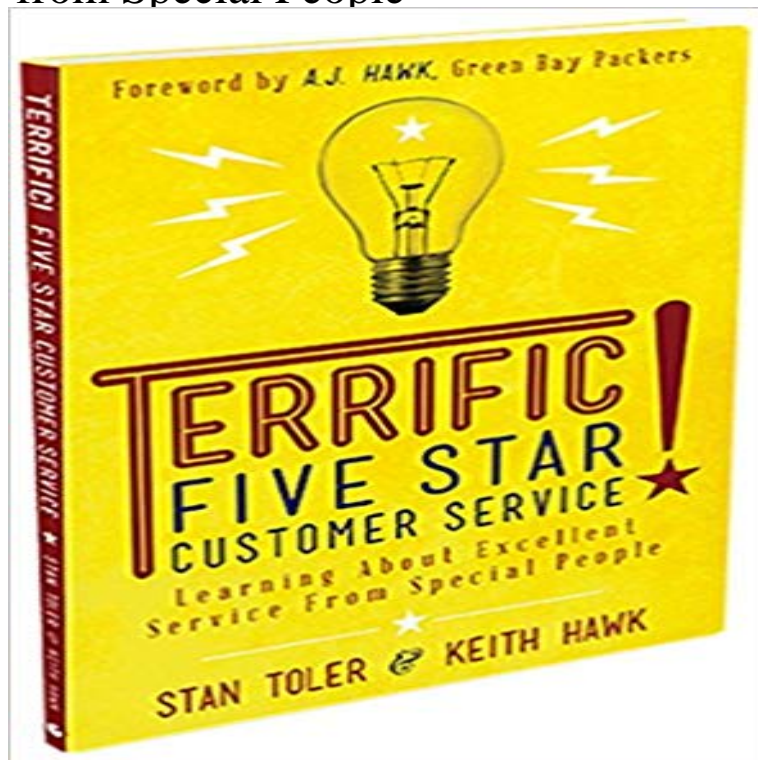


## Terrific Five Star Customer Service: Learning about Excellent Service from Special People



Business people of all types will tell you-the secret to a successful business is getting customers to come back. But if this is true, why arent more businesses working to excel at customer service? Its because they dont view customer service as the core function of their work. In Terrific! Five Star Customer Service, Stan Toler and Keith Hawk help us see that customer service is everyones responsibility. They illustrate the easy-to-remember steps to great customer service with stories that will make you smile, and anecdotes that will remind you just how bad some businesses can be. No matter the locale and no matter the business, quality customer service should be the norm. Let this little books big advice give you fresh perspective on the simple steps to excellence.

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