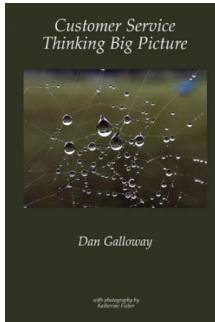


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## CUSTOMER SERVICE - THINKING BIG PICTURE (PAPERBACK)



Dan Galloway, United States, 2009. Paperback. Condition: New. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Black white photography with a color cover. Dan Galloway examines the little things that make a difference in building and maintaining relationships with customers. Topics include body language, cell phones, e-mail, empathy, listening, tone of voice, and words/phrases. In this easy-read book, Dan makes his points through big picture references to Chicago, cookies, dominoes, hummingbirds, pelicans, shoes, turtles, and wet leaves. Additionally,...

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