



# Delivering Knock Your Socks Off Service (Knock Your Socks Off Series)

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# Delivering Knock Your Socks Off Service (Knock Your Socks Off Series)

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**Delivering Knock Your Socks Off Service (Knock Your Socks Off Series)** Performance Research Associates

An exploration of the principles of good customer service. This third edition contains new chapters on: delivering knock-your-socks-off e-service; creating trust with your customer; and service recovery expectations. The stories and examples are updated, and there are cartoons by John Bush.

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