

Customer Care

Phone Script

GREETINGS

Greetings are important because they are a key part of communication and social interaction, and they can help people feel connected, welcomed, and accepted. This also applies in the business world.

- ✓ Greeting convey respect
 - ✓ Create a positive atmosphere
 - ✓ Leave a good impression
 - ✓ Makes the customer feel comfortable to communicate
-
- "Thank you for calling MARK IT AFRICA. My name is [Agent Name]. How may I assist you today?"
 - "Good day, and thank you for calling MARK IT AFRICA customer care department. My name is [Agent Name]. Can you please provide your customer ID or account number to get started?"
 - "Thank you for contacting MARK IT AFRICA. You are through to the customer care department. This is [Agent Name]. May I have your account number to assist you better?"
 - "Hello, you've reached MARK IT AFRICA. My name is [Agent Name]. I'm here to help resolve any issues you may have. How can I assist you today?"
 - "Hello, and welcome to MARK IT AFRICA. My name is [Agent Name], and I'm here to help you get started. Do you have any questions or need assistance with anything today?"

ABRIDGED GREETINGS

- "Thank you for reaching out to our customer care team. How can we assist you?"
- "Hello, this is [Agent's Name] from the Customer Care team. How can I help?"
- "Welcome to MARK IT AFRICA customer care. What can we do for you today?"

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N Noddings



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Revenue Cycle Management HCPro (Firm),2006 *The Routledge Companion to Performance Management and Control* Elaine Harris,2017-08-15 Performance management is key to the ongoing success of any organisation allowing it to meet its strategic objectives by designing and implementing management control systems This book goes beyond the usual discussion of performance management in accounting and finance to consider strategic management human behaviour and performance management in different countries and contexts With a global mix of world renowned researchers this book systematically covers the what the who the where and the why of performance management and control PMC systems A comprehensive state of the art collection edited by a leading expert in the field this book is a vital resource for all scholars students and researchers with an interest in business management and accounting **Step-by-Step Resumes For All Construction Trades Laborer and Contractor Positions** Evelyn U. Salvador,2020-05-15 Book Delisted Computerworld ,1977-03-21 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network Animal Behavior for Shelter Veterinarians and Staff Emily Weiss,Heather Mohan-Gibbons,Stephen Zawistowski,2015-05-15 Animal Behavior for Shelter Veterinarians and Staff presents and evaluates the available research and programs that address both animal and human behaviors associated with the intake management and rehoming of dog and cats Introductions to dog and cat behavior relevant to any animal professional Reviews behavioral reasons for the relinquishment of dogs and cats Describes intake and assessment protocol shelter design training and enrichment programs that reduce stress and enhance behavioral well being Concepts to improve the adoption process and support the human animal bond post adoption **Computer Telephony Encyclopedia** Richard Grigonis,2000-01-08 If you want to grasp the full length and breadth of the rapidly developing computer telephony field this book is the place to start Author Richard Grigonis thoroughly explains even the most abstruse ideas in a concise manner that is aimed at all kinds of readers students business executives telecom managers call center supervisors or entrep **Training Library Staff and Volunteers to Provide Extraordinary Customer Service** Julie Todaro,Mark Smith,2006 A guide to training library staff that covers customer service essentials general training guidelines preparation assessing and anticipating the needs of patrons tracking and responding to feedback planning self development days instituting continuous learning and more Includes resource tools **PC Mag** ,1988-07 PCMag com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology *Gower Handbook of Customer Service* Peter Murley,1997 This new Gower Handbook covers an area of management that is now regarded as fundamental to the success of any organization whether it is in the private or the public sector A team of experienced

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uncertainty complexity and ambiguity Specific examples of these challenges are related with the accelerated use of technology and artificial intelligence as well as more flexible work practices such as hybrid and platform based work The chapters in this volume cover the use of technology and gamification applicant discrimination and stigmatization and applicant reactions to technology mediated selection methods among others This book is the ideal text for students scholars and researchers of HRM Business and Management and Organizational Psychology It will also interest practitioners and professionals in the field The chapters in this book were originally published as a special issue of European Journal of Work and Organizational Psychology

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