

WHAT ARE CUSTOMER SERVICE ROLE PLAYS?

present: Eskawan Azis

9 CUSTOMER SERVICE ROLE PLAY EXAMPLES

Meskipun sangat bagus untuk role play dalam situasi baru, sebagai bagian dari induksi dan pelatihan berkelanjutan, ada beberapa situasi yang dapat sangat berguna untuk role play.

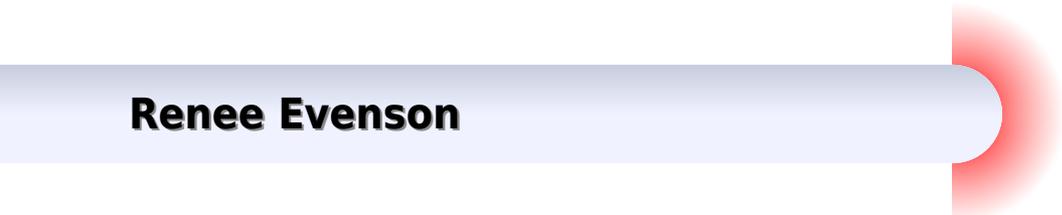


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Role Play For Customer Service Scenario Examples

Renee Evenson



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Winning at Customer Services and Call Centre Job Interviews Including Answers to the Interview Questions Annette Lewis, Joe McDermott, 2006 This comprehensive and intelligent guide has been written by top interviewers who have extensive experience within the Customer Services and Call Center sectors They include model

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Information Communication Technologies for Human Services Education and Delivery: Concepts and Cases

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Oxford Textbook of Communication in Oncology and Palliative Care David William Kissane, Barry D. Bultz, Phyllis N. Butow, Carma L. Bylund, Susie Wilkinson, 2017

Communication is a core skill for medical professionals when treating patients Cancer and palliative care present some of the most challenging clinical situations This book provides evidence based guidelines alongside case examples tips and strategies to achieve effective patient centred communication

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Successful Communication Through NLP Sally Dimmick,1995 Sally Dimmick s book shows how NLP principles can be applied to training and which methods are the most suitable for each channel of information input visual auditory or kinaesthetic The book outlines the main concepts of NLP explains how to identify a person s preferred channel and looks at ways of combining the channels so as to maximize the transfer of learning

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