

Customer Service Handbook



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New 3rd Edition

This 96 page, student textbook correlates to the PowerPoint file and the Lesson Plan in the Instructor's Guide. Includes practical anecdotes, flowchart diagrams and easy-to-understand illustrations.

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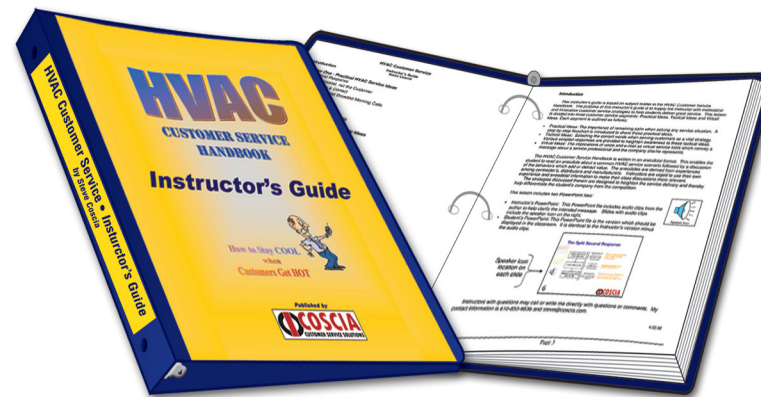
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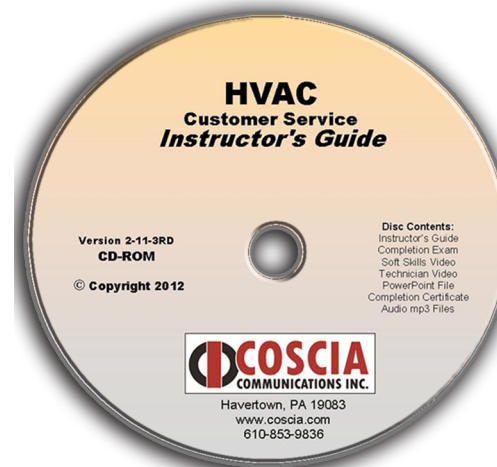


Instructor's Guide



A complete soft skills curriculum with classroom aides.

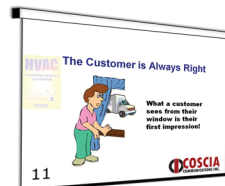
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System Disc



Soft Skills Video



PowerPoint Files



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