



Customer Service Skills for Success (Connect, Learn, Succeed)

Robert Lucas

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Not the Same Old Customer Service Textbook

Customer Service: Skills for Success uses a variety of activities and example to gain and hold readers' interest while providing additional insights into the concepts and skills related to customer service.

The text begins with a macro view of what customer service involves today and provides projections for the future then focuses on specific skills and related topics.

The fifth edition of *Customer Service: Skills for Success* contains 10 chapters divided into three parts, plus the Appendix, Glossary, and Bibliography. These parts focus on different aspects of customer service: (1) The Profession, (2) Skills for Success, and (3) Building and Maintaining Relationships. Along with valuable ideas, guidance, and perspectives, readers will also encounter interviews of real-world service providers and case study scenarios and activities to help you apply concepts learned to real-world situations in order to challenge your thinking on the issues presented. For users of previous editions, you will note a streamlined approach where we have combined material from several previous chapters. If you need the chapters on Time and Stress Management, they can be found on our Web site, www.mhhe.com/customerservice, along with many new activities, case studies, and other support material.

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