



What to Say to a Porcupine: 20 Humorous Tales That Get to the Heart of Great Customer Service

Richard S. Gallagher

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" What do a demanding colony of porcupines, an upscale restaurant run by hyenas, and a famous medieval knight have in common? They are all part of one of the most entertaining and instructive books on customer service ever written. What to Say to a Porcupine uses the format of Aesop's fables to illustrate fundamental principles of customer service, including:

By a Hare: Great service is all about going the extra mile, as learned by a group of rabbits running an express mail delivery service.

Bear with Me: One grizzly bear's honey shop undergoes an amazing transformation when he discovers a better way to greet his customers.

What to Say to a Porcupine: When a newly arrived colony of demanding porcupines wreaks havoc on local businesses, readers get a lesson on handling difficult customers in a positive, constructive manner.

Each story is followed by a short discussion, illuminating topics from customer relationships to how to motivate a service team. Fun, quick, and constructive, this is a guide for anyone involved in customer service. "



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Anita Winn:

Now a day those who Living in the era everywhere everything reachable by connect to the internet and the resources included can be true or not require people to be aware of each data they get. How many people to be smart in receiving any information nowadays? Of course the reply is reading a book. Reading a book can help individuals out of this uncertainty Information mainly this What to Say to a Porcupine: 20 Humorous Tales That Get to the Heart of Great Customer Service book because book offers you rich data and knowledge. Of course the data in this book hundred per-cent guarantees there is no doubt in it you know.

Patricia Welling:

In this time globalization it is important to someone to find information. The information will make you to definitely understand the condition of the world. The fitness of the world makes the information much easier to share. You can find a lot of referrals to get information example: internet, newspaper, book, and soon. You can view that now, a lot of publisher that will print many kinds of book. Often the book that recommended to your account is What to Say to a Porcupine: 20 Humorous Tales That Get to the Heart of Great Customer Service this reserve consist a lot of the information in the condition of this world now. This particular book was represented how do the world has grown up. The dialect styles that writer make usage of to explain it is easy to understand. The particular writer made some research when he makes this book. That's why this book suitable all of you.

Margaret Walker:

As a college student exactly feel bored for you to reading. If their teacher questioned them to go to the library or make summary for some e-book, they are complained. Just tiny students that has reading's heart or real their leisure activity. They just do what the educator want, like asked to the library. They go to at this time there but nothing reading significantly. Any students feel that reading through is not important, boring along with can't see colorful images on there. Yeah, it is for being complicated. Book is very important to suit your needs. As we know that on this period of time, many ways to get whatever we really wish for. Likewise word says, ways to reach Chinese's country. So , this What to Say to a Porcupine: 20 Humorous Tales That Get to the Heart of Great Customer Service can make you sense more interested to read.

Charlie Seymour:

What is your hobby? Have you heard this question when you got college students? We believe that that question was given by teacher for their students. Many kinds of hobby, Every person has different hobby. So you know that little person including reading or as looking at become their hobby. You need to know that reading is very important and book as to be the thing. Book is important thing to include you knowledge, except your personal teacher or lecturer. You see good news or update concerning something by book. Many kinds of books that can you take to be your object. One of them is niagra What to Say to a Porcupine: 20

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