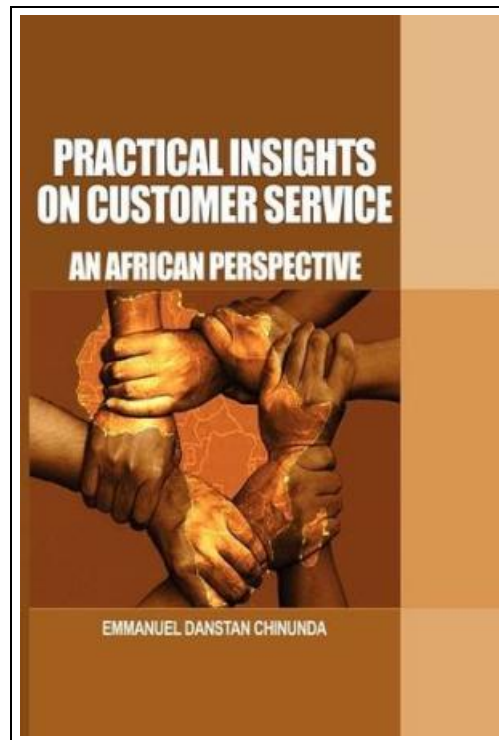


## Practical Insights on Customer Service: An African Perspective



Filesize: 9 MB

### **Reviews**

*It is really an incredible publication that we have possibly study. Of course, it really is engage in, continue to an interesting and amazing literature. You are going to like how the writer compose this publication.*

*(Bailey Lehner)*

## PRACTICAL INSIGHTS ON CUSTOMER SERVICE: AN AFRICAN PERSPECTIVE



Adonis Abbey Publishers Ltd, United Kingdom, 2011. Paperback. Book Condition: New. Large type edition. 234 x 156 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Practical Insights On Customer Service offers an African perspective on the thorny question of customer care. It challenges readers to reflect on the current challenges in Africa and how effective customer care can help to unlock some of the opportunities available in the continent. It highlights the common problems organizations face in the continent and recommends ways of enhancing the principles of customer service. Written in a reader-friendly language, the book also conscientises the readers and organizations to simple, but often overlooked winning formulae in life-customer service. He holds a Master of Business Administration (MBA) Degree from Management College of Southern Africa (South Africa) and a post graduate certificate in Business Counselling from the University of Durham (UK). One of the most sought after speakers in Malawi, he is on the board of several companies and also runs his own consultancy firm, Arch Professionals, which offers professional training in customer service, sales, team building, attitude change, conflict management and strategy development. He also writes a weekly columnist for a local daily newspaper in Malawi. He can be contacted at.



[Read Practical Insights on Customer Service: An African Perspective Online](#)



[Download PDF Practical Insights on Customer Service: An African Perspective](#)

## Other eBooks



### **Learning to Sing: Hearing the Music in Your Life**

Fawcett Books. Paperback / softback. Book Condition: new. BRAND NEW, Learning to Sing: Hearing the Music in Your Life, Clay Aiken, Allison Glock, "My mother prophesied years ago that my voice would take me places....

[Download Document »](#)



### **DK Readers L1: Jobs People Do: A Day in the Life of a Firefighter**

DK Publishing. Paperback / softback. Book Condition: new. BRAND NEW, DK Readers L1: Jobs People Do: A Day in the Life of a Firefighter, Linda Hayward, DK Publishing, This Level 1 book is appropriate for...

[Download Document »](#)



### **DK Readers L1: Jobs People Do: A Day in the Life of a Teacher**

DK Publishing (Dorling Kindersley), United States, 2001. Paperback. Book Condition: New. American.. 224 x 150 mm. Language: English . Brand New Book. This Level 1 book is appropriate for children who are just beginning to...

[Download Document »](#)



### **Crochet: Learn How to Make Money with Crochet and Create 10 Most Popular Crochet Patterns for Sale: ( Learn to Read Crochet Patterns, Charts, and Graphs, Beginner s Crochet Guide with Pictures)**

Createspace, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Getting Your FREE Bonus Download this book, read it to the end and...

[Download Document »](#)



### **What is Love A Kid Friendly Interpretation of 1 John 3:1, 16-18 1 Corinthians 13:1-8 13**

Teaching Christ's Children Publishing. Paperback. Book Condition: New. Daan Yahya (illustrator). Paperback. 26 pages. Dimensions: 10.0in. x 8.0in. x 0.1in. What is Love is a Bible based picture book that is designed to help children understand...

[Download Document »](#)