

# CUSTOMER SERVICE

*A Practical Approach*

SIXTH EDITION



ELAINE K. HARRIS

# Customer Service A Practical Approach 6th Edition

**Elaine K. Harris**



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*Promoting Organizational Performance Through 5G and Agile Marketing* Santos, José Duarte, Sousa, Bruno Miguel, 2022-09-30 It is well understood that many business operations are evolving to fit within the mold of society s technological advancement This is

no different for marketing While there are indicators proving the evolution of marketing there are still many questions that must be addressed when examining the changes made to the field whether this evolution will force new tactics whether it will be reduced to technological tools and more These questions must be answered in order to allow organizations to be more customer oriented and competitive Promoting Organizational Performance Through 5G and Agile Marketing provides knowledge and skills to allow readers the ability to understand the evolution and trends of marketing as well as its implications in organizations and customer relationships It consolidates concepts introduced in recent years and examines possible opportunities to broaden the breadth of marketing demonstrating its interdisciplinarity Covering topics such as loyalty programs brand attachment and purchase intention this premier reference source is an excellent resource for business leaders and executives brand managers IT managers marketers communications professionals students and faculty of higher education librarians researchers and academicians

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**Hazard Communication Made Easy** Sean M. Nelson,John R. Grubbs,2000-07-01 Using the simple and effective checklist method this book offers a convenient and efficient way to comply with complicated federal regulations and to help your employees understand the dangers of the hazardous materials in your workplace Written by the authors of Safety Made Easy Hazard Communication Made Easy provides you with a practical guide to creating and implementing a complete Hazard Communication Program You ll find sample forms and documents a ready to use HazCom Program and Training Module and specific requirements for the most common chemical and physical hazards so you will have all the information you need to customize your individual HazCom programs

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countries and territories the volume provides relevant tips on Internet use and appendices offering a variety of resources on identifying useful associates drafting initial correspondence tracking information and troubleshooting

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**Transportation of Hazardous Materials** Frank R. Spellman, Joanne Drinan, Nancy E. Whiting, 2001

Assessing Service Quality Peter Herson, Ellen Altman, 1998 Assessing Service Quality puts customers at the center of the evaluation process It provides cutting edge measurement strategies and data collection methods to measure service quality in academic and public libraries The authors examine service quality standards and explain how services can be quantitatively and qualitatively assessed Librarians can select the service factors and customer expectations they want to assess Practical assessment tools provide the keys to measure service quality and identify strengths and weaknesses to narrow the gap between business as usual service delivery and customer expectations

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**RCRA Hazardous Wastes Handbook** Ridgway M. Hall, Robert C. Davis, Richard E. Schwartz, 2001-06 This updated edition examines the latest regulatory and judicial developments involving the Resource Conservation and Recovery Act RCRA and provides a clear practical explanation of its requirements Using this book you will

learn how to manage the field side of RCRA compliance including identifying hazardous waste transporting hazardous materials under EPA and DOT regulations and disposing of solid wastes You will also learn how to manage the paperwork side of RCRA compliance working with such documents as RCRA permits manifests and land ban documents and underground storage tank notices New issues addressed in this edition include the new provisions regarding recycling the corrective action program and the regulation of combustion units changes in enforcement policy civil and criminal liability and citizen suits and new regulations regarding land disposal underground storage tanks facilities siting and municipal solid waste management

*Environmental Biotreatment* Catherine N. Mulligan, 2002-02 This book examines the chemicals most commonly encountered in the major media and thoroughly reviews 26 principal biological technologies available for their treatment Using the author's at a glance chart readers can quickly determine if a method would work in their processes Biotreatment technologies covered include activated sludge processes lagoons and ponds wetlands anaerobic wastewater treatment and digestion bioleaching phytoremediation land farming slurry reactors and trickling filters

**New York Environmental Law Handbook**, 2002 Written by one of the nation's leading environmental law firms this handbook provides concise easy to understand explanations of your state compliance obligations You'll get complete coverage of hazardous and solid waste disposal air water and natural resources regulations the state organizational structure required permits and reports the relationship between federal and state regulations and more

*Clean Water Handbook* Lynn M. Gallagher, 2003-03-01 Completely updated to capture all new revisions and new aspects of the law the new Clean Water Handbook provides environmental professionals with a comprehensive roadmap to the requirements legal interpretations and critical issues of water pollution control law Written from a legal perspective but intended as a practical resource this handbook contains both the legal text of the Clean Water Act and the expert interpretation environmental professionals need to understand what their companies responsibilities are and how they can fulfill them Each chapter of this edition focuses on one major component of the Clean Water Act These chapters provide readers with detailed examinations of the history and requirements of the various water programs Readers can examine these chapters collectively for a fundamental understanding of the Clean Water Act or they can use them as reference points as they evaluate the effectiveness of their own compliance programs This book focuses on the federal Clean Water Act but it also includes essential information for anyone responsible for complying with a state water pollution control program The entire Clean Water Act with all current amendments as of January 2003 is included

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