



Customer Service: Skills and Concepts for Success, Student Edition

By Robert W Lucas

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This revision of *Customer Service: Skills & Concepts for Success* features how-to topics for the customer service professional. It covers the concepts and skills needed for success in business careers, including listening techniques, verbal and nonverbal communication, and use of technology. Emphasis is given to dealing with customer service problems and how to handle conflicts and stress.

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Customer Service: Skills and Concepts for Success, Student Edition By Robert W Lucas Bibliography

- Sales Rank: #4183297 in Books
- Published on: 2000-11-01
- Original language: English
- Number of items: 1
- Dimensions: 10.70" h x .89" w x 8.40" l,
- Binding: Paperback
- 532 pages

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Editorial Review

About the Author

Bob Lucas is Executive Vice President of Global Performance Solutions, Inc. a company that provides performance consulting services by assessing organizational, environmental, and staff human resource needs, then recommending and/or providing appropriate strategies to address identified challenges.

Bob has extensive experience in human resources development, management and customer service over the past three decades in a variety of organizational environments. This background gives him a real-world perspective on the application of theory he has studied and used for several decades. He is certified in a variety of programs from Zenger-Miller and KASET International (now achieveglobal), Menninger Management Institute, The PACE Group, Wilson Learning, Employment Learning Innovations and is an Inscape Publishing (formerly Carlson Learning) product distributor and instructor.

Bob focuses on assisting organizations and individuals develop innovative and practical strategies for improved workplace performance. His areas of expertise include management and training program development, interpersonal communication, adult learning, customer service, and employee and organizational development.

Currently, Bob serves on the boards Leadership Seminole in the Orlando, Florida area (where he was past Chairperson) and the Central Florida Safety Council. Additionally, he was formerly the President of the Central Florida Chapter of the American Society for Training and Development and served on the board for the Suncoast Chapter. He retired from the U.S. Marine Corps Reserves.

In addition to giving regular presentations to various local and national groups and organizations, Bob serves as an adjunct faculty member for Webster University. In that position, he teaches organizational and interpersonal communication, diversity and Introduction to Training & Development.

Listed in the Who's Who in the World, Who's Who in America and Who's Who in the South & Southeast for a number of years, Bob is also an avid writer. Published works include: How to be a Great Call Center Representative; Customer Service Skills & Concepts for Success; The BIG Book of Flip Charts; Job Strategies for New Employees; Communicating One-to-One: Making the Most of Interpersonal Relationships; Coaching Skills: A Guide for Supervisors; Effective Interpersonal Skills; Training Skills for Supervisors; and Customer Service: Skills and Concepts for Business. Additionally, he has been a contributing author for the Annual: Developing Human Resources series by Pfeiffer & Company since 1992 and to the HRHandbook by HRD Press.

Bob has earned a Bachelor of Science degree in Law Enforcement from the University of Maryland, and a Master of Arts degree with a focus in Human Resources Development from George Mason University in Fairfax, Virginia.

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