



Telephone Skills from A to Z: The Telephone Doctor Phone Book (Crisp Fifty-Minute Series)

Nancy J. Friedman

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Your company's reputation is on the line--literally. Make good phone skills a standard throughout your organization with this practical guide to the basics. Teaches everyone how to adopt a professional, friendly tone from the initial greeting to the final good-bye--and how to handle whatever arises in between. A vital reference tool.

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