

# Common Sense Solutions

Teresa Allen

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COMMON SENSE  
with your customers?

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## COMMON SENSE SERVICE:

### Close Encounters on the Front Lines

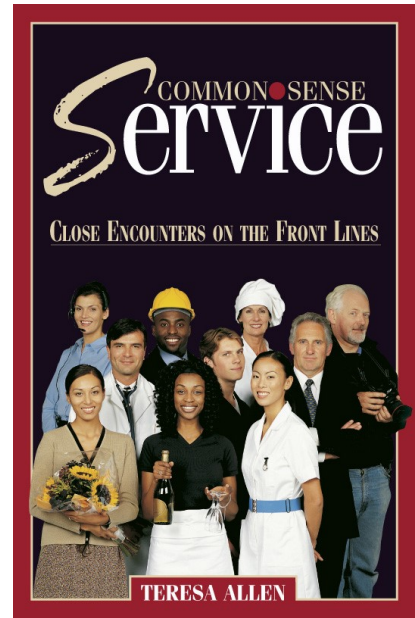
Business success happens one customer at a time, one transaction at a time. Teresa Allen takes you through a series of true-life close encounters on the front lines of American business. Each carries a significant message on how to build lasting relationships through common sense service.

Common Sense Service includes lessons on:

- Handling Varied Personalities
- Managing Customer Conflict
- Going the Extra Mile
- The Service Link to Sales
- Responding to Customer Complaints
- Projecting a Positive Attitude
- .....and much more!

2018 Revised Edition, 64 pages softcover.

After reading this book, your employees will learn service lessons every time they are the customer. An easy to read format and interesting stories make this the perfect selection for your front-line staff or your convention participants! **Book is available in print and audio CD.**



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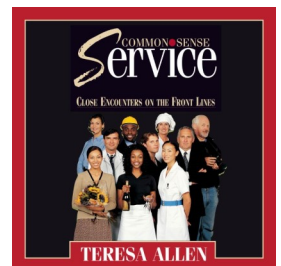


### \*\*SPECIAL CUSTOM INSERT PROGRAM FOR CORPORATIONS AND ASSOCIATIONS\*\*

Add impact to Teresa's message by inserting your mission statement or customer service philosophy on a specially inserted page posted inside the front cover of the book.

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