

Sarah Cook

20

TRAINING WORKSHOPS

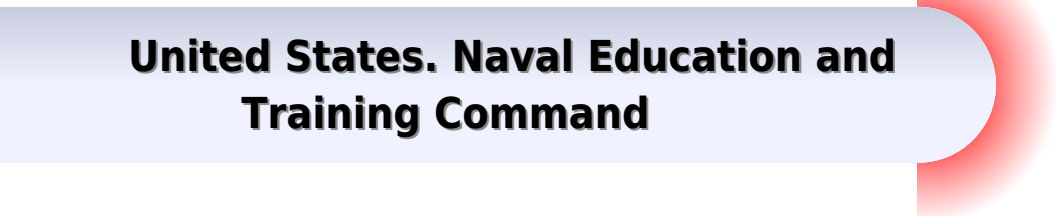
FOR
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Volume II



HUMAN RESOURCE DEVELOPMENT PRESS

20 Training Workshops For Customer Care

**United States. Naval Education and
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The Quality Management Sourcebook Christine Avery,Diane Zabel,2002-09-11 The concept of Quality Management began in the manufacturing sector but a growing concern with quality in other areas of the economy has led to its wider application in service industries government education and other not for profit agencies A great quantity of material related to quality management has been produced in recent years much of it by small presses professional and trade associations

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A Career in Customer Service and Tech Support Jeff Mapua, 2014-12-15 This resource provides information for tech savvy readers about the ins and outs of customer service and technical support including education requirements job duties and skills and how to get started in these fields This practical guide reveals the best educational and experiential paths to a career and emphasizes the importance of professional networking It also delves into the statistics most relevant to job seekers in these fields examining what the career market looks like long term and what job seekers must do to land the career that they want

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