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Brilliant Customer Service (Brilliant Business)

Debra Stevens

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Identify your customers real needs and how best to meet them
Build trust and long term loyalty with your customers to stay ahead of the competition
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[ONE ENDORSEMENT TO FOLLOW]About the AuthorDebra Stevens is a trainer, coach, mentor key note speaker and founder of Sold Out Trainers (www.soldout-trainers.com). She has 25 years of experience in delivering high impact experiential training solutions to many top companies throughout the UK, Europe, Asia and the USA, including Debenhams, Stena Ferries and Royal Caribbean Cruises. Debra brings her extensive knowledge of customer service training to give readers a practical common sense approach to improving their results.