

CUSTOMER SERVICE LETTERS



READY TO GO!

*Includes
Sample Letters for:*

- Handling Problems Gracefully and Efficiently
- Tailoring Your Responses to Customers' Particular Needs
- Communicating Efficiently in All Media: Letter, Fax, and E-mail
- Saying "No" Nicely
- Keeping Customers Informed

*Plus Six Steps to
Writing More Effective
Customer Service Letters*



Cheryl McLean

Customer Service Letters Ready To Go

Sebastian Brünink



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