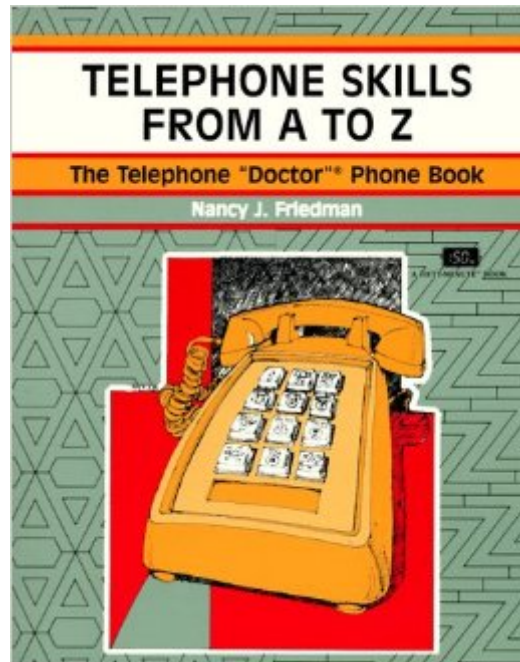


The book was found

Telephone Skills From A To Z (A Fifty-Minute Series Book)



Synopsis

A vital reference tool for anyone who represents an organization on the telephone.

Book Information

Series: A Fifty-Minute Series Book

Paperback: 110 pages

Publisher: Crisp Publications (June 7, 1995)

Language: English

ISBN-10: 1560523018

ISBN-13: 978-1560523017

Product Dimensions: 6 x 1 x 9 inches

Shipping Weight: 9.6 ounces

Average Customer Review: 4.0 out of 5 stars [See all reviews](#) (6 customer reviews)

Best Sellers Rank: #1,748,789 in Books (See Top 100 in Books) #121 in [Books > Business & Money > Marketing & Sales > Marketing > Telemarketing](#) #1818 in [Books > Textbooks > Business & Finance > Marketing](#) #10550 in [Books > Textbooks > Reference](#)

Customer Reviews

I just happened to work for a company one day and noticed this book while sitting at the reception desk. I browsed through the first few pages and before I realized, I was more than 1/2 way through it. 'Telephone Skills...' describes typical scenarios that could occur and unfortunately do from time to time. It's filled with realistic situations and gives positive, and at times, humorous solutions. I think 'Telephone Skills...' is necessary in any environment- professional/social/and casual. I will recommend my 3 nieces (14,13 & 7 -ages) read this. Ask any parent with children- the phone rings, they run to answer it. I think this book is so informally written that even a child can read and understand it's meaning of being "good natured" polite even when it's someone's fault. On the other hand, it's packed with common sense techniques that make you wonder, why businesses are requesting seminars. Go figure! Now go on- buy it!

I found this book to be a great refresher tool for the "expert" in any company as well as a great teaching tool for the entry level business person. Easy reading and comprehension. Fifty minutes packed with power!

This book was very clear and to the point. I would recommend it if you need help with phone skills.

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