



54 Golden Nuggets: The Best of the Telephone Doctor

By Nancy Friedman

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Quick Tips to Cure Your Business Communication Ills. The Telephone Doctor®, Nancy Friedman, has been writing about effective customer service for years and has been read by tens of thousands of business professionals. This compilation of over 50 of her most popular and most frequently requested articles is a no-nonsense guide to curing any and all customer service ills in your organization. If you're a fan of Nancy, you already know the treat you're in for. If you're discovering her for the first time, you're about to become a fan. Nancy has appeared on Oprah, CNN and Good Morning America and her articles have been published in The Wall Street Journal and USA Today, as well as hundreds of other publications. The 54 articles cover all aspects of customer service and are organized into four easy-to-reference sections: Customer service, telephone service, human resources tips and voice mail/e-mail/cell phone tips. Each article is geared toward keeping the customer you work so hard to get. From correcting why new salespeople don't succeed to handling irate customers to dealing with foreign accents, this is the way to run a customer-focused company.

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Editorial Review

Review

Once a month isn't enough for Nancy's articles; they should be weekly! They're always filled with issues that we face on a day-to-day basis and are great to share with colleagues. --Chris Wallace, Executive Executive Director Quality Service Contractors

I teach hospitality training and I am not telling how much of this material I have used in my classroom and throughout the industry in my workshops. This is a great book loaded with good stuff for everyone. --Howard Feiertag, SMP, CHME, CHA

Nancy Friedman has found the way to unlock the business secrets that will translate into profit for those who read her books. --Stu Taylor, Nationally Syndicated Radio Talk Show Host, Equity Strategies

About the Author

Nancy Friedman is President of the Telephone Doctor®, an international customer service training company, based in St. Louis, Missouri. Nancy is a featured speaker at association meetings and corporate gatherings around the world. She has appeared on OPRAH, The Today Show, CNN, Good Morning America, and CBS This Morning. Her articles have been published by the Wall Street Journal, USA Today, as well as hundreds of other radio, TV, and print outlets.

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