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Robert Bacal, Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation Happy | "When you get rid of the fear that sits behind most human interactions, you will find an authentic core of confidence that drives great service."

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Here s a list, taken from Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation Of course, no list of customer service situations can be exhaustive, but it s a good starting point.

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