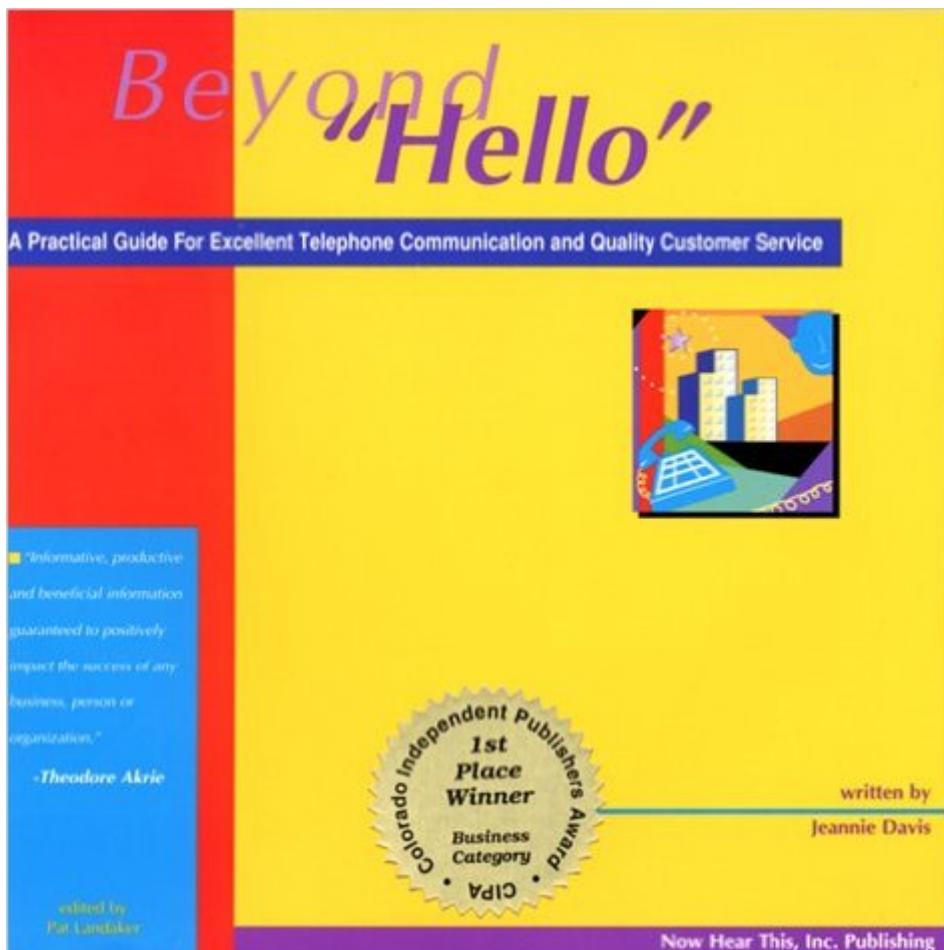


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# Beyond Hello



## **Synopsis**

This tutorial offers help to improve every telephone interaction a company has with its valued customers. Drawn from Davis' experiences, the book includes exercises, stories and examples of how attitude, telephone etiquette, communication styles and listening skills impact the bottom line.

## **Book Information**

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## **Customer Reviews**

This tutorial offers help to improve every telephone interaction a company has with its valued customers. Beyond "Hello" includes exercises, stories and examples of how attitude, telephone etiquette, communication styles and listening skills impact the bottom line. Each chapter contains tips to help make a great first impression, enhance customer interaction and retain and strengthen client relationships through excellent customer service over the telephone. A "must read."

With your permission, we're using Beyond "Hello" as our basic text for our course curriculum , which teaches older workers Customer Service Skills. Your book has been an excellent platform for this training. It's clear, concise, understandable, and easy to relate to. I constantly reinforce to our students that they should use your book as a resource and reference on the job.

I have been in customer service for a few years and got away from it until I started my newest position. Some of the things I learned before and now are in the book. But it contains a lot more great information. It is so well organized and I enjoyed the examples she uses and the way she tells

it. It was easy to read and I learned so much from it. If everyone can't have a personal copy it should be in every workplace to use as a text book for training.

I've had the opportunity to work with Jeannie while printing a recent copy of my newsletter on professional conduct. Beyond "Hello" is an easy to read, comprehensive guide that can help anyone improve and sharpen his or her phone skills. I highly recommend this book and include it as required reading for my entire staff. Congratulations Jeannie on a book well done!-- Clint Greenleaf

This book contains pertinent information for every individual who interacts with customers over the telephone. It's an awesome read! And beneficial for the novice or seasoned professional. I found it certainly helped to improve my telephone communication skills.

Beyond "Hello" is a good introductory book for anyone responsible for answering phones in a client based industry. Easy to understand and use guidelines and suggestions for a more client friendly approach to phone contact.

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