



Hotlines. Episode 11, solving problems /

Video Education Australasia,
2006

Instructional films.

Material Projectable

When faced with a problem, staff need to clarify the issues clearly and constructively. They should be resourceful when offering plans or solutions. Key Learning Points: listen to the problem, express concern or apologize, commit to helping, clarify the details, summarize and confirm, provide a solution ASAP, check satisfaction and offer more

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Título: Hotlines. Episode 11, solving problems produced by Ash Quarry Productions

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Mención de serie: Academic Video Online

Nota general: Title from resource description page (viewed Apr. 28, 2014)

Lengua: In English Original language in English

Materia: Centros de atención telefónica- Employees- Training of Communication Customer relations

Entidades: Ash Quarry Productions. pro

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