



## Customer Service and the Imitation of Christ

By Ron Johnson

Createspace, United States, 2012. Paperback. Book Condition: New. 216 x 140 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.An unemployed professor accepts a job in a customer service call center and embarks on a spiritual journey. Do you find it hard to get good service when you call an 800 number? Written with humor and honesty, this book explains what s happening on the other end of the line. But it also offers solutions. The author appeals not only to customer service representatives (CSRs) but also to anyone who works with people. He shows how even the most mundane job can become an adventure if you practice the Three-Way CSR Conversation and let God serve others through you. He offers advice in dealing with The Customer from Hell, overcoming resistance from the back office, working under extreme time limits, and maintaining self-esteem when your every word is recorded and criticized. You may never look at customer service the same way again.



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