

# Perfect Phrases For Customer Service: Hundreds Of Tools, Techniques, And Scripts For Handling Any Situation (Perfect Phrases Series) By Robert Bacal

**By Robert Bacal**

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Robert Bacal is the author of Managing Performance and The Complete Idiot's Guide to Consulting, and he runs the management website [work911.com](http://work911.com).

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Perfect Phrases for Customer Service left me somewhat disappointed. It is a good book with sound advice and techniques, but it somehow feels not updated to address

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