



54 Golden Nuggets: The Best of the Telephone Doctor

Nancy Friedman

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Quick Tips to Cure Your Business Communication Ills. The Telephone Doctor ®, Nancy Friedman, has been writing about effective customer service for years and has been read by tens of thousands of business professionals. This compilation of over 50 of her most popular and most frequently requested articles is a nononsense guide to curing any and all customer service ills in your organization. If you re a fan of Nancy, you already know the treat you re in for. If you re discovering her for the first time, you re about to become a fan. Nancy has appeared on Oprah, CNN and Good Morning America and her articles have been published in The Wall Street Journal and USA Today, as well as hundreds of other publications. The 54 articles cover all aspects of customer service and are organized into four easy-to-reference sections: Customer service, telephone service, human resources tips and voice mail/e-mail/cell phone tips. Each article is geared toward keeping the customer you work so hard to get. From correcting why new salespeople don t succeed to handling irate customers to dealing with foreign accents, this is the way to run a customer-focused company.



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