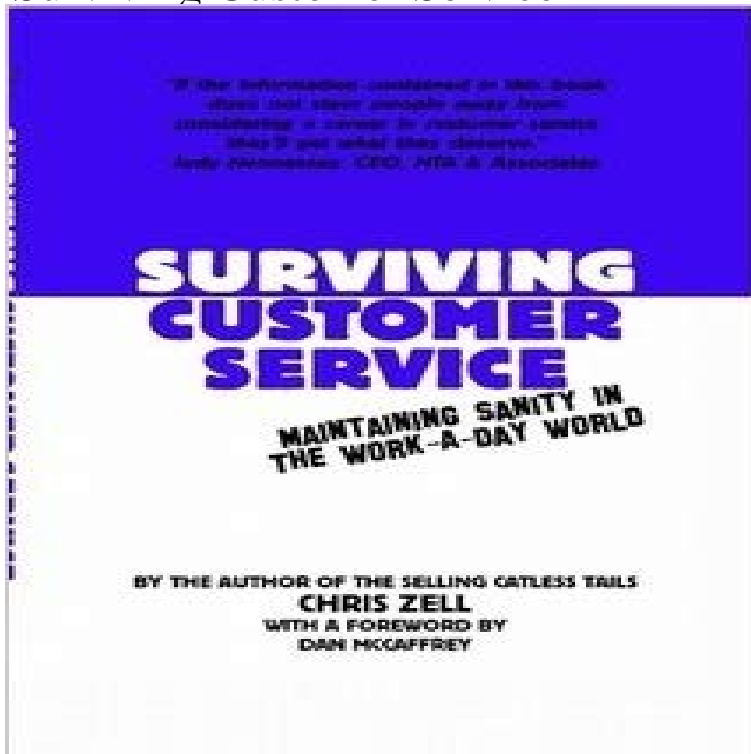


# Surviving Customer Service



Surviving Customer Service is the preeminent book of its kind. Being the only makes that designation easier. Chris Zell has condensed years of customer service experience into a tome that lays out what to expect once you cross the portals into the world of customer service. Turns out, not much. In a land filled with back-stabbing workers, ineffective management, uncaring corporations and the slime that keeps this netherworld together, customers, you should enter with your eyes open, heart pre-hardened, and liver prepared for serious post-work drinking. Zell gives you the weapons to navigate through the soul-sucking landscape that you will long to escape. Hell tell you how to deal with managers (treat them like mushrooms - keep em in the dark, feed em shit); co-workers (create a fake identity because if they find out who you are the real trouble begins); and customers (have you played the Why? game with a kid? Theyre that annoying).

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