

# Customer Service Management(Modern Enterprise Management Textbook Series) (Chinese Edition)



Customer Service Management (Modern Enterprise Management Textbook Series) edited by Cao Zongping,takes customer service skills as the core of the modern customer relationship management system, from the basics of customer management, customer management theories, methods and skills to do a comprehensive analysis and explore to help improve the management level of the enterprise and customer service personnel. The book is rich in content, easy to understand, but also refers to a large number of real, vivid case, do the theory and practice, knowledge and technology, the modern and the combination of easy readers to study and learn. Customer Service Management (Modern Enterprise Management Textbook Series) can be used as training materials for enterprise management, business administration, management and administrative professional students, also can be used as a reference book for business people.

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