

## Customer Service Tips: How to Improve Customer Service: Part 3



Almost 100 pages of tips to kick your customer service up a notch by Rosanne Dausilio, PhD, Customer Service Expert. This is Part 3 of a series but is complete in and of itself. Topics include metrics, conflicts, employee accountability, email and many more. For Part 1 or 2, the easiest way is to put my name Rosanne Dausilio in the search window.

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business, customer service is a massive part of making any given venture a success. and how you can improve your  
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3. Hang A Lantern On Mistakes. This is the practice of pointing out a problem early on to on the best part of an  
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