



Willie: Chofer y profesor: 6 secretos para cortejar, entusiasmar y ganarse a los clientes y asegurarse su lealtad (Spanish Edition)

Phillip Van Hooser

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Un libro como ninguno en el género del servicio al cliente, *Willie: Chofer y profesor* traduce la sabiduría del sentido común en aplicaciones prácticas. Cada capítulo analiza uno de los seis secretos sobre el servicio y explica por qué y cómo funciona. Desde escuchar a los clientes, ofrecerles favores especiales, hasta hacer que cada contacto con un cliente sea algo memorable, estas estrategias comprobadas impresionarán, atraerán y ganarán nuevos clientes mediante cada interacción.

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