

Common Sense Solutions

Teresa Allen

Are you using
COMMON SENSE
with your customers?

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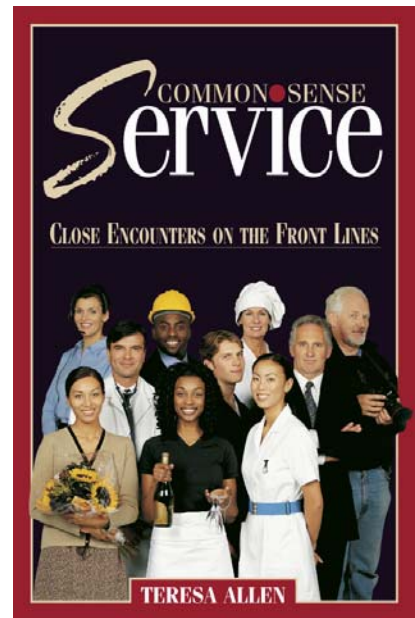
COMMON SENSE SERVICE:

Close Encounters on the Front Lines

Business success happens one customer at a time, one transaction at a time. Teresa Allen takes you through a series of true-life close encounters on the front lines of American business. Each carries a significant message on how to build lasting relationships through common sense service.

Common Sense Service includes lessons on:

- Handling Varied Personalities
- Managing Customer Conflict
- Going the Extra Mile
- The Service Link to Sales
- Responding to Customer Complaints
- Projecting a Positive Attitude



\$8.95 each
10 copies for \$75.00
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After reading this book, your employees will learn service lessons every time they are the customer. An easy to read format and interesting stories make this the perfect selection for your front-line staff or your convention participants!



SPECIAL CUSTOM INSERT PROGRAM FOR CORPORATIONS AND ASSOCIATIONS

Add impact to Teresa's message by inserting your mission statement or customer service philosophy on a specially inserted page posted inside the front cover of the book.

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