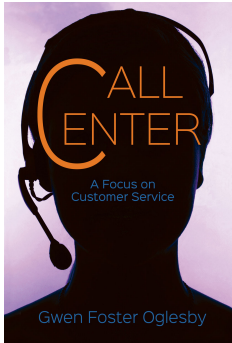


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CALL CENTER EBOOKS 2019



Author: Gwen Oglesby

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Gwendolyn Oglesby has built most of her career working in customer service with the ultimate goal of creating memorable employee-customer experiences and positive workplace environments. Managing employees, serving customers, building a team culture- she's done it all. Now she's ready to share her experience and equip readers with the tools and knowledge she has acquired.

Call Center explores the various factors that negatively impact customer service. It encourages employees to reach their full potential through Oglesby's personal experience and inspiring professional philosophies. Each chapter features practical tips, self-analysis, and thought-provoking questions designed to engage readers in the anatomy of a healthy workplace - all of which can position the employee for growth, recognition, and promotion. Readers will also enjoy Oglesby's flair for humor. At the end of the day, customer service is not just about serving the customer; it means serving your team as well.

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