



# CUSTOMER SERVICE: *THE KEY TO WINNING LIFETIME CUSTOMERS*

*The Invisible Product That Brings Customers Back*

- Deal confidently and capably with difficult customers
- Listen for facts and feelings — turn customer complaints into customer goodwill
- Develop a “service attitude” that makes customers the No. 1 priority



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# Service Service Service The Key To Winning Lifetime Customers

**Michael Hoelscher**



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