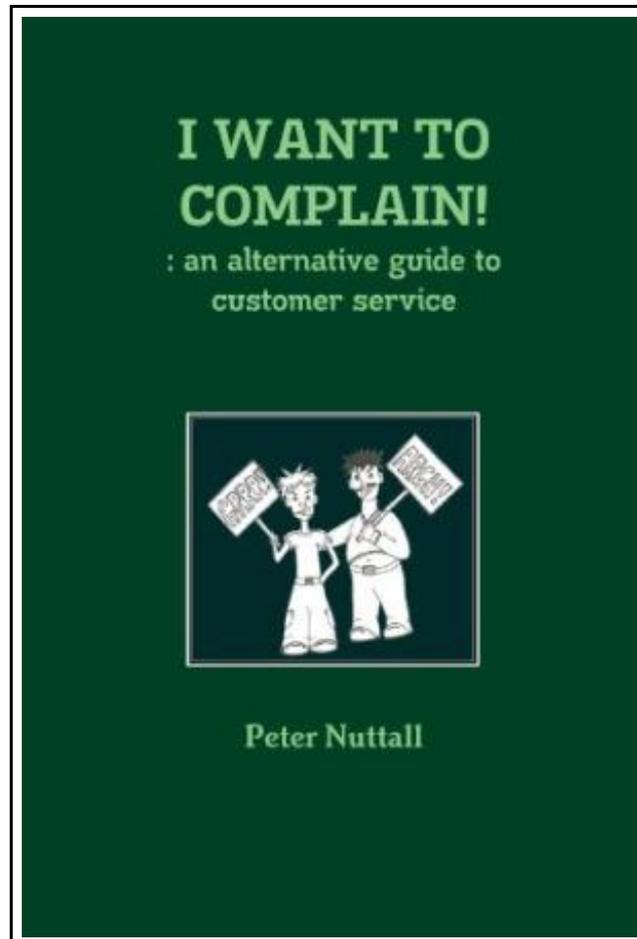


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I WANT TO COMPLAIN! : AN ALTERNATIVE GUIDE TO CUSTOMER SERVICE (PAPERBACK)



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Lulu.com, United Kingdom, 2011. Paperback. Book Condition: New. 228 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Have you got something to complain about? Have you been short changed? Have you complained and got nothing but hollow apologies? Are you due compensation? Then this book could help. With eight years experience in a customer management role for a multi-national retailer, Peter realised that it was the light-hearted, entertaining letters that received the most satisfactory resolutions. I want to complain explains exactly what life is like on the other end of the call-centre telephone. The second section of the book contains a collection of genuine complaint letters along with their replies so you can see for yourself just how it works. Those companies written to include Marks and Spencer, Tesco, Asda and even Newcastle city council to get a parking ticket revoked - all with positive resolutions. I want to complain hopes to put the fun into refund and the jest into goodwill gesture as it takes you on an entertaining and humorous journey into the world of customer services.

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