

Customer service performance review

Customer service employee					
Reviewer					
Reviewer's position					
Date of review					
Characteristics	1	2	3	4	5
Employee is a good listener	☐	☐	☐	☐	☐
Employee has excellent problem solving skills	☐	☐	☐	☐	☐
Employee receives positive feedback from customers	☐	☐	☐	☐	☐
Employee shows expertise knowledge of the product	☐	☐	☐	☐	☐
Employee can handle difficult clients	☐	☐	☐	☐	☐
Employee has patience and isn't easily rattled	☐	☐	☐	☐	☐
Employee understands customer needs	☐	☐	☐	☐	☐
Employee takes initiative	☐	☐	☐	☐	☐
Employee addresses customer's needs without delay	☐	☐	☐	☐	☐
Employee treats customers with respect	☐	☐	☐	☐	☐
Reviewer's comments					

Macbook Review Customer Service

Marc Asturias, Moira Gagen



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MacBook For Dummies Mark L. Chambers, 2019-10-16 Get to know and love your MacBook better than ever So sleek so cool From the moment you slid it from the box you wanted to learn as much as you possibly could about your new device Whether you re a newbie or a Mac veteran you ll find all you need right here from initial set up and customization to working with iCloud and the latest macOS features and apps making it easy for you to accomplish everything you want with your MacBook Mac guru Mark L Chambers is your friendly expert guide walking you through the all the basics including desktop navigation file storage and security and general maintenance before showing you the more creative stuff like music and iMovie as well as how to troubleshoot with ease In this revised edition he s also included extensive updates on the latest generation of MacBooks letting you know what s changed and how you can use the most recent apps for enhancing your professional and creative output Explore the latest macOS Increase your productivity and creativity with the newest apps Be an artist with Photos and iMovie Easily use your MacBook on the go from work to school to client sites Whatever cool thing you want to do with your MacBook this book makes it easy to make it even cooler so get started today **Mac Life** ,2007-08 MacLife is the ultimate magazine about all things Apple It s authoritative ahead of the curve and endlessly entertaining MacLife provides unique content that helps readers use their Macs iPhones iPods and their related hardware and software in every facet of their personal and professional lives Apple Training Series Marc Asturias, Moira Gagen, 2007-05-07 This authoritative Apple Certified training course is designed both for professionals who support Apple computers as well as Macintosh enthusiasts who want to upgrade service or troubleshoot their favorite systems Fully revised this third edition includes Apple s new models with Intel processors the MacBook Pro Mac mini and iMac Keyed to the learning objectives of the Apple Desktop Service and Apple Portable Service certification exams this is the companion curriculum used in AppleCare Technician Training courses worldwide The book starts out with basic computer theory and underlying technologies then moves on to cover everything from networking to the nitty gritty steps and diagrams for upgrading and troubleshooting six sample computer models The iPod Book Scott Kelby, 2007 The world s best selling iPod book is back and fully updated with all the new iPods and features in iTunes 7 This book is so popular because it is a book of a different breed There are basically two kinds of iPod books 1 The tell me all about it kind which includes in depth discussions on compression algorithms debates about analog vs digital equalizers and tutorials on how to export your playlist in Unicode format 2 There s this book It s not a tell me all about it book it s a show me how to do it book Award winning author Scott Kelby shows you step by step how it s all done using the same casual plain English style that has made him one of the world s best selling technology authors You ll learn how to do only the most important most requested and just plain cool things you re going to want to do with your iPod so you can start having fun with it today Right now Each page covers just one topic complete with full color photos making it easy to find just what you re looking for fast Plus it shows you how to get the most

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Haters are not your problem Ignoring them is Eighty percent of companies say they deliver out standing customer service but only 8 percent of their customers agree This book will help you close that gap by reconfiguring your customer service to deliver knockout experiences The near universal adoption of smartphones and social media has fundamentally altered the science of complaints Critics haters can now express their displeasure faster and more pub licly than ever These trends have resulted in an overall increase in complaints and a belief by many businesses that they have to pick their spots when choosing to answer criticisms Bestselling author Jay Baer shows why that approach is a major mistake Based on an exten sive proprietary study of how where and why we complain *Hug Your Haters* proves that there are two types of complainers each with very differ ent motivations Offstage haters These people simply want solutions to their problems They complain via legacy channels where the likelihood of a response is highest phone e mail and com pany websites Offstage haters don t care if any one else finds out as long as they get answers Onstage haters These people are often disap pointed by a substandard interaction via tradi tional channels so they turn to indirect venues such as social media online review sites and discussion boards Onstage haters want more than solutions they want an audience to share their righteous indignation *Hug Your Haters* shows exactly how to deal with both groups drawing on meticulously researched case studies from businesses of all types and sizes from around the world It includes specific play books and formulas as well as a fold out poster of the Hatrix which summarizes the best strate gies for different situations The book is also filled with poignant and hilarious examples of haters gone wild and companies gone crazy as well as inspirational stories of companies responding with speed compassion and humanity Whether you work for a mom and pop store or a global brand you will have haters and you can t afford to ignore them Baer s insights and tactics will teach you how to embrace complaints put haters to work for you and turn bad news into good outcomes **Mac Life** ,2007-09 **Organizational Behaviour** Daniel

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