



# Leadership for Great Customer Service: Satisfied Patients, Satisfied Employees (ACHE Management)

*Thom A. Mayer, Robert J. Cates*

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## **Leadership for Great Customer Service: Satisfied Patients, Satisfied Employees (ACHE Management)**

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Presents a humorous look at customer service written by practicing physicians and provides a blueprint for creating and sustaining a practical customer service program. Offers practical strategies for working with patients and uses numerous examples. Also includes scripts for situations commonly encountered in clinical practice.

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