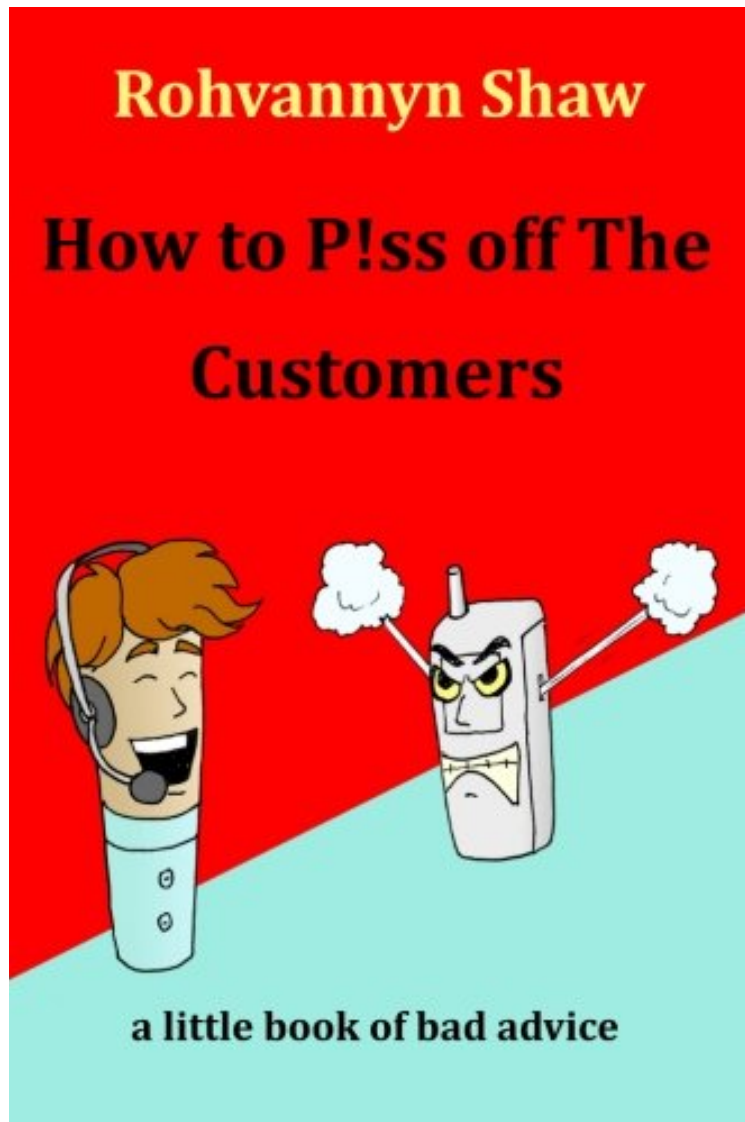


[Ebook pdf] How To P!ss Off The Customers: a book of bad advice

How To P!ss Off The Customers: a book of bad advice

Rohvannyn Shaw

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Rohvannyn Shaw : How To P!ss Off The Customers: a book of bad advice before purchasing it in order to gage whether or not it would be worth my time, and all praised How To P!ss Off The Customers: a book of bad advice:

1 of 1 people found the following review helpful. So trueBy An Avid ReaderI too have worked in a call center, in customer service, what was billing at the time...and this had me rolling with laughter. It is soooooo true. Well written and a fun read1 of 1 people found the following review helpful. Hilarious!!By Rescue Dog MomFreaking hilarious! Most of the time while reading this book, I laughed so hard, I had tears coming out of my eyes and my e-reader went into sleep mode. I have also worked in customer service and found my head hitting the desk after many phone calls.

There are many jobs where dealing with the public makes you shake your head. I like how this author thought to write a book.

"How to P!iss off the customers" is a light hearted book of "advice" for anyone who works in customer service, from reps to supervisors. The author has more than ten years customer service in the field and has seen it all, in both tech support and pharmacy settings. This book will show you the finer points of poor communication, rudeness on the phone, how to hang up on someone without being caught, how to ruin a meeting, and how to mispronounce a wide range of medications and technical terms. Let the crazy characters of PegCo demonstrate how to win the Worst Employee of the Year Award, all without getting fired!

About the Author Rohvannyn Shaw (if that is indeed her real name) has more than ten years experience upsetting customers and disappointing bosses in the fun and exciting world of customer service. To preserve what's left of her sanity, she draws, paints, writes books like this, and blogs, while dreaming of someday leaving the office forever. She lives and works in Arizona, which is way too hot for you to live in, especially in the summer time. Rohvannyn happily chews cacti and drinks cheladas with her partner and she always does what her calico tells her. You, too, can hire her to draw an amusing illustration, a serious one, or something in between for reasonable rates. You can also hire her to write articles if you'd like, and invitations to guest blog are always welcome. Visit Rohvannyn at <http://rohvannynshaw.com>.