

How to Deal with Difficult Customers

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Synopsis

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The 10 strategies in this book will build your confidence and competence, so that the next time you're struggling with a grumpy, cranky, whiney SOB, you won't have to just stand there wondering, "How can I sell to this jerk?" With the can't-miss strategies you'll find in *How to Deal with Difficult Customers*, you'll turn that sourpuss into a sweetheart, close the deal in no time, and find yourself eager to take on the next tough customer.

Reader's comments

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