

# We Are Featured

**By Local Author, Debra Miko**

**Upcoming Author Signings October 30<sup>th</sup>, and  
November 27<sup>th</sup>, at Dalhousie Chapters 1 – 4 pm!**

**Books Available for Sale at Dalhousie Chapters or  
Online at [www.toppservices.ca](http://www.toppservices.ca)**

## SERVICE, PLEASE!



**Debra Miko**

### Business

*Service, Please!* is a how-to guide for creating excellent customer service, explored through real-life stories. This is a must-read for all business managers and owners, whether in the service or retail industry. Staying focused on the single most important ingredient to growth will determine the success of most businesses. Outstanding customer service is achievable, whether you are a single operation or a multi-million dollar corporation. It all depends on what is valued and how those values are communicated to the people who represent your business.

This book will show you:

- How to increase and expand your business
- How to recession-proof your business
- How to create loyal customers
- How to select and train employees who will contribute to the growth and profit of your business
- How to handle customer complaints
- Strategies for anticipating and avoiding customer complaints
- How to motivate employees to provide excellent customer service
- How to create a customer-friendly atmosphere
- My simple list of the Dos and Don'ts of Customer Service

*I've spent over 28 years in retail, from paper routes to car dealerships, and what used to be common sense when dealing with customers is now a rare thing to find. *Service, Please!* should be required reading for anyone who wants to deal successfully with the public. It is a straightforward blueprint for success for any business that deals with a customer. Price may draw people in – and even that is debatable – but excellent customer service will always keep a customer coming back.*  
John F. Adams, Freelance Writer and former retail manager.

**\$16.00**

CAN



Summit IT Solutions Inc.

[www.toppservices.ca](http://www.toppservices.ca)