



# **The Phone Book: Telephone Skills for Business Success Student Text**

*Judith E Fisher*

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# The Phone Book: Telephone Skills for Business Success Student Text

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## **The Phone Book: Telephone Skills for Business Success Student Text** Judith E Fisher

The Phone Book takes a hands-on, interactive approach to helping students refine and practice their telephone skills. All phone skills are covered in detail, including listening, question-ing, speaking, handling incoming and outgoing calls, customer orders, customer problems, and complaints. Examples of proper techniques are also included.

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