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I Want to Complain: An Alternative Guide to Customer Service

By Peter Nuttall

Createspace, United States, 2011. Paperback. Book Condition: New. 214 x 149 mm. Language: English . Brand New Book ***** Print on Demand *****. Have you got something to complain about? Have you been short changed? Have you complained and got nothing but hollow apologies? Are you due compensation? Then this book could help. Instead of writing letters using red biro and block capitals, underlining every other word, swearing at inappropriate places and writing key words twice as big, follow the I want to complain philosophy and make your letters entertaining; make the person dealing with your complaint want to help you instead of shoving your letter under the pile of others they have to deal with that day and getting to it later . With eight years experience in a customer management role for a multi-national retailer, Peter realised that it was the light-hearted, entertaining letters that received the most satisfactory resolutions. I want to complain explains exactly what life is like on the other end of the call-centre telephone and just how to ensure your complaints are dealt with as a priority. The second section of the book contains a collection of genuine complaint letters Peter has written over the...



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