

## WHAT TO SAY TO A PORCUPINE pdf

### 1: 3 Ways to Remove Porcupine Quills - wikiHow

*What to Say to a Porcupine: Strategies for Dealing with Difficult Customers WHITE PAPER Â© The right words can defuse almost any situation. There is nothing "soft" about soft skills in the 21st century.*

Nov 04, Maria rated it liked it Great customer service: Set legitimate boundaries but be kind to others. We assume the worst in people and then end up communicating in a negative and self-protecting way that irritates everyone we deal with. But when you learn to treat customers like the great people they are, the rewards are many. Customer Great customer service: Customer service involves helping people with problems. Become an ally to a demanding customer without giving in to unreasonable demands. Empathize with them to get them on your side. Greet customers by name, get to know their likes and dislikes, thank them for their business. Practice service recovery when things go wrong. Know what to say to people when there is a problem. As a team, learn to manage stress in difficult customer situation. When you learn to keep your attention on your customers, you start developing interpersonal and leadership skills that will stick with you for the rest of your life. Discrimination serves no useful purpose. Zig Ziglar said that you can have everything you want in life if you can help enough other people get what they want. Learn what customers like and find ways to give it to them. Set appropriate and realistic customer expectations. Promote hidden selling points. Make the best of the resources you have. A high turnover rate might be an indication of this. Good service should be fun!

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### 2: Q. What did the porcupine say to the cactus? A - [www.enganchecubano.com](http://www.enganchecubano.com)

*What to Say to a Porcupine. The new book and training program that will have you laughing all the way to great service! About the Book.*

What did the porcupine say to the cactus? What do you call a bunch of black kids playing in a pile of leaves? I remembered the car seat, the stroller, AND the diaper bag. Yet all she can talk about is how I forgot the baby. And he walks into a warehouse. He sets the jar of money on the counter and proclaims to a woman in the lobby "I want to have sex with the dirtiest, nastiest woman you have here. Let me do what I want. The lady in the lobby asks him if he realizes the consequences of his actions. He replies, "My mom and dad are on vacation. When I get home, the babysitter is going to have sex with me. When mom and dad get home, mom will go to the grocery store and dad will have sex with the babysitter. He will have an STD. When dad leaves for work in the morning, mom is going to have sex with the Mailman What did the elephant do when he hurt his toe? He called a toe truck. Under "Number of children," she wrote "10," and where it said "List names of children," she wrote "Leroy. When you call them, how do they know which one you want? Every so often he would pop a smartie bite the cat get up and move down to the curb. So the man comes outside and yells to the boy but the boy ignores him and continues popping a smartie biting the cat and moving down the curb. Finally the man screams hey kid "what are you doing? When he asked the name of buttocks when pointing the picture of it, one of the pupils answered: When the teacher asked the boy about the reason, the boy replied: Have you seen all jokes? Add your joke Choose from jokes categories.

### 3: Porcupine | Definition of Porcupine by Merriam-Webster

*What to Say to a Porcupine: When a newly arrived colony of demanding porcupines wreaks havoc on local businesses, readers get a lesson on handling difficult customers in a positive, constructive manner.*

### 4: You say Hedgehog, I say Porcupine! | The Bearfoot Baker

*What do a demanding colony of porcupines, an upscale restaurant run by hyenas, and a famous medieval knight have in common? They are all part of one of the most entertaining and instructive books on customer service ever written.*

### 5: What to Say to a Porcupine - Book and customer service training program

*What to Say to a Porcupine uses the format of Aesop's fables to illustrate fundamental principles of customer service, including: By a Hare: Great service is all about going the extra mile, as learned by a group of rabbits running an express mail delivery service.*

### 6: What to Say to a Porcupine

*What do you say to the "porcupines" - the prickly customers that are a fact of life for everyone who works with the public? By learning how to use the right communications skills and speak to their interests, you can dramatically change the way these.*

### 7: Porcupine (album) - Wikipedia

*How to pronounce porcupine. How to say porcupine. Listen to the audio pronunciation in the Cambridge English Dictionary. How to pronounce porcupine noun in.*

### 8: About What to Say to a Porcupine

## WHAT TO SAY TO A PORCUPINE pdf

*What do a demanding colony of porcupines, a pack of restaurateur hyenas, and a famous medieval knight have in common? They are all characters in Rich Gallagher's customer service universe, in his hilarious and enlightening new book *What to Say to a Porcupine* and its companion training program.*

## WHAT TO SAY TO A PORCUPINE pdf

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