



# **Crisp: Call Center Success: Essential Skills for CSRs (Crisp Fifty Minute Series)**

*Lloyd C. Finch*

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Master the skills needed to face the challenges of a Customer Service Representative position. Guaranteed to turn out top-notch CSRs. Handle calls professionally and effectively. Learn how to keep a positive attitude, even in the most trying situations. Create a self-improvement plan for better service.

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