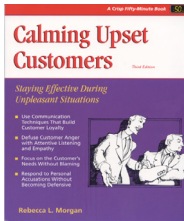


All resources authored by Rebecca Morgan unless otherwise stated.

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Customer Service



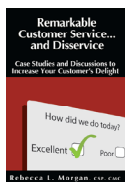
Calming Upset Customers (book)—How do you make your upset customers happy? What can you do to ensure upset customers will return, will be satisfied, and will refer others to you? Learn what upset customers want, how to calm them, and how to retain their business. Upset customers are a part of every organization. If they are responded to promptly and professionally they will become some of your most loyal customers. Over 250,000 sold.

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Recipe for Customer Service Success (MP3)—This entertaining and informative session gives you three key ingredients every manager needs to include in their own recipe for customer service success. The concepts are illustrated with relevant stories and examples. Learn how to mix up your own version of customer service success.

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Remarkable Customer Service ... and Disservice: Case Studies with Discussions to Increase Your Customer's Delight (eBook) — This eBook is designed to have you analyze the cases presented, determine what was done right or wrong, then apply the lessons to your own situations. 134 pages

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Creating Sales Success (MP3)—This studio-recorded tape is based upon interviews with top sales performers and what they said made them successful. It categorizes their comments into four main behaviors of successful salespeople. This program was so well received, Nightingale-Conant asked Rebecca to record it for their popular “Sound Selling” audio magazine.

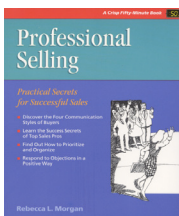
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Sales



Defrosting Telephone Cold Calls (MP3)—This studio-recorded tape covers important questions such as: How do you overcome call reluctance? How can you qualify the call to see if your product/service and the prospect are a good fit?

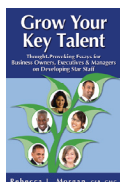
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Professional Selling: Practical Secrets for Successful Sales (book)—You'll learn how you can close more sales: how to get prospects, make cold calls, get down to business, close for commitment, overcome objections, understand what your prospect wants, manage your paperwork and follow up easily. Sold over 200,000 copies.

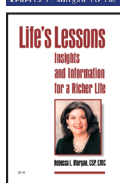
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Grow Your Key Talent: Thought-Provoking Essays for Business Owners, Executives and Managers on Developing Star Staff (eBook)—This book is filled with essays that will make you rethink how you develop your key talent, and ideas on how to do so quickly and effectively. 83 pages

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Life's Lessons—Insights and Information for a Richer Life (eBook or MP3)—Rebecca imparts her wit and wisdom in this captivating book as she shares her experiences and discusses sage lessons with her readers.

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