

**The Customer Is Boss: A Practical Guide For Getting
What You Paid For And More**

By John Tschohl

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Achieving Excellence Through Customer Service published by Make More Money, Get a
The Customer Is Boss: A Practical Guide for Getting What You Paid for

http://en.wikipedia.org/wiki/John_Tschohl

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It is not the employer who pays the wages. It is the customer who pays the wages. Here
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In fact, you should be more concerned with the customers who don t What you Should Not Do With An Angry Customer. John Tschohl is a customer service

<http://www.theseemployed.com/office/deal-angry-customer/>

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<http://hustlebear.com/2010/07/20/your-boss-is-your-customer/>

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John Tschohl is the president of and the author of The Customer Is Boss: A Practical Guide for Getting What You A Practical Guide for Getting What You Paid

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John Tschohl is a specialists in customer service. Make More Money, Get a The Customer Is Boss: A Practical Guide for Getting What You Paid for

http://en.wikipedia.org/wiki/User:ChrisFaw/John_Tschohl

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Your boss may be the one that signs your paycheck but the reality is that your customers are your ultimate boss. Last weekend, my family and I ordered a pizza from

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