

FOR IMMEDIATE RELEASE:

CONTACT:

Doug Watsabaugh

WCW Partners, Inc.

952-942-6537

612-599-3898

dwatsabaugh@wcwpartners.com

www.wcwpartners.com

WCW announces that the Telephone Skills that Satisfy Customers book is Now Available!

Stillwater, MN, December 2009 - They've been around since 1876. They're on every wall, desk and pocket in your life now. It's easy to take the phone for granted. But with the millions companies spend to reach people on TV, radio, the internet and direct mail, it only takes one bad moment through the phone to lose a customer forever. Learn how to use the telephone properly and professionally and create telephone moments of magic for your customers.

Telephone Skills that Satisfy Customers covers the basics of customer service excellence and demonstrates how to achieve it on the phone every day. You'll learn how to:

- Keep a positive attitude
- Answer the telephone brilliantly
- Ask the right questions, listen effectively and add value
- Handle moments of truth

Read more at [www.wcwpartners.com](http://www.wcwpartners.com) or contact us toll free at 888-313-0514.

**Who we are - WCW Partners** is a performance improvement company. Based in Minneapolis, Minnesota, we work with clients in a variety of industries worldwide to help them excel in sales, service, and leadership. We have a proven record of helping organizations increase sales and customer retention, while at the same time significantly improve employee retention, engagement, and productivity.

- END -