



What to Say to a Porcupine: 20 Humorous Tales That Get to the Heart of Great Customer Service

Richard S. Gallagher

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" 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. 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.

Bear with Me: One grizzly bear's honey shop undergoes an amazing transformation when he discovers a better way to greet his customers.

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.

Each story is followed by a short discussion, illuminating topics from customer relationships to how to motivate a service team. Fun, quick, and constructive, this is a guide for anyone involved in customer service. "

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Paul Otoole:

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Erin Weiss:

Reading can called brain hangout, why? Because when you are reading a book mainly book entitled What to Say to a Porcupine: 20 Humorous Tales That Get to the Heart of Great Customer Service your brain will drift away trough every dimension, wandering in each aspect that maybe unknown for but surely will become your mind friends. Imaging each word written in a book then become one type conclusion and explanation that maybe you never get before. The What to Say to a Porcupine: 20 Humorous Tales That Get to the Heart of Great Customer Service giving you an additional experience more than blown away the mind but also giving you useful facts for your better life with this era. So now let us show you the relaxing pattern here is your body and mind is going to be pleased when you are finished reading it, like winning a game. Do you want to try this extraordinary spending spare time activity?

Chris Gibbons:

Many people spending their moment by playing outside together with friends, fun activity together with family or just watching TV 24 hours a day. You can have new activity to pay your whole day by looking at a book. Ugh, think reading a book can really hard because you have to use the book everywhere? It okay you can have the e-book, getting everywhere you want in your Smartphone. Like What to Say to a Porcupine: 20 Humorous Tales That Get to the Heart of Great Customer Service which is finding the e-book version. So , try out this book? Let's view.

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