



المراجع و الأبحاث

# التميز في خدمة العملاء

بقيادة المدرب :

عدد الأيام : 4

الساعات : 20

# المصادر

## المراجع الانجليزية

**Golriz Golka (2017-8-15), "6 Benefits of a ↑ ➤  
«Strong Customer Service Culture"**

**.vocalcom.com, Retrieved 2018-9-9. Edited**

**Christopher Pappas (2017-6-24), "8 Hidden ↑ ➤**

**«Benefits Of Customer Service Online Training"**

**elearningindustry.com, Retrieved 2018-9-9.**

**.Edited**

**Lisa McQuerrey (2018-6-30), "Why Is Customer ↑ ➤**

**«Service Important to an Organization?"**

**smallbusiness.chron.com, Retrieved 2018-9-9.**

**.Edited**

**CHRISTINA HAMLETT (2017-6-13), "Social ↑ ➤**

**livestrong, Retrieved 2018- «Manners & Etiquette"**

**.6-29. Edited**

**SUSAN M. HEATHFIELD (2018-3-6), "10 Tips ↑ ➤  
for Dealing With Everyday People at Work"  
.thebalancecareers, Retrieved 2018-6-29. Edited  
Craig Childs, "How Not To Suck At Socializing ↑ ➤  
lifehack.org, Retrieved 2018-6-29. Edited  
Brett & Kate McKay (27-5-2018), "The Art of ↑ ➤  
Conversation: 5 Dos and Don'ts"  
www.artofmanliness.com, Retrieved 28-5-2018.  
.Edited  
DEBBY MAYNE (27/3/2018), "Etiquette of ↑ ➤  
www.thespruce.com, Retrieved Proper Attire"  
.28-5-2018. Edited  
An International guide to food and eating " ↑ ➤  
etiquette", www.fluentin3months.com, Retrieved  
.28-5-2018. Edited  
Rob Asghar (22-4-2014), "27 Etiquette Rules ↑ ➤  
www.forbes.com, Retrieved 28-5-2018. Edited  
For Our Times"**

