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The customer service Manager is a creative, vulnerable, abusive and very voracious person who tells clients the same thing every day, answers exactly the same questions as if they were a carbon copy, and at the same time keeps the spirit, body and excellent mood throughout the week. It is very hard work to properly communicate with clients, execute transactions and listen to all complaints. And if you haven't lost your mind in six months of working in this position, congratulations! Now you can safely call yourself a successful account Manager!

For colleagues, you are a sad, sometimes twitchy and very hungry meerkat, and for the client, you are the most fluffy, cute and smart rabbit who will help, prompt and advise on all questions.

Keeping your composure when talking to a client is the most important quality. Without it, you can't become a successful Manager, no matter how hard you try. If everything goes wrong, then after a conversation with the client, you can yell at the computer, the door, the table and sympathizers.

So you will let off steam and all the negative energy received from a hard conversation, and already in a good mood continue to work on.