



# The Compassionate Geek: Mastering Customer Service for IT Professionals

*Don R. Crawley, Paul R. Senness*

Download now

[Click here](#) if your download doesn't start automatically

# The Compassionate Geek: Mastering Customer Service for IT Professionals

Don R. Crawley, Paul R. Senness

**The Compassionate Geek: Mastering Customer Service for IT Professionals** Don R. Crawley, Paul R. Senness

**There is a newer version of this book available. Look for *The Compassionate Geek: How Engineers, IT Pros, and Other Tech Specialists Can Master Human Relations Skills to Deliver Outstanding Customer Service* (ISBN 9780983660736)**

A real-world, plain-language how-to guide for delivering amazing customer service to end-users. Now in its second edition, *The Compassionate Geek* was written by tech people for tech people.

There are no frills, just best practices and ideas that actually work! Filled with practical tips, best practices, and real-world techniques, *The Compassionate Geek* is a quick read with equally fast results. Here's what you'll find:

- Best practices for communicating with email, including examples
- The four intrinsic qualities of great service providers
- Best practices for communicating using chat and texting
- Ten tips for being a good listener
- Two practical ways to keep your emotions in check
- A flow chart for handling user calls
- What to do when the user is wrong
- How to work with the different generations in the workplace

The book includes links to free online videos that support and supplement the information presented in the book.

All of the information is presented in a straightforward style that you can understand and use right away. There's nothing "foo-foo", just down-to-earth tips and best practices learned from years of working with I.T. pros and end-users.

 [Download The Compassionate Geek: Mastering Customer Service ...pdf](#)

 [Read Online The Compassionate Geek: Mastering Customer Servi ...pdf](#)

## **Download and Read Free Online The Compassionate Geek: Mastering Customer Service for IT Professionals Don R. Crawley, Paul R. Senness**

---

### **From reader reviews:**

#### **Linda Caron:**

Hey guys, do you want to find a new book to learn? Maybe the book with the concept The Compassionate Geek: Mastering Customer Service for IT Professionals suitable to you? The actual book was written by popular writer in this era. The book entitled The Compassionate Geek: Mastering Customer Service for IT Professionals is a single of several books that everyone reads now. This book was inspired lots of people in the world. When you read this publication you will enter the new way of measuring that you ever know just before. The author explained their concept in the simple way, so all of people can easily to understand the core of this publication. This book will give you a wide range of information about this world now. To help you see the represented of the world in this particular book.

#### **Charles Denzer:**

Reading a reserve can be one of a lot of task that everyone in the world loves. Do you like reading book therefore. There are a lot of reasons why people enjoyed. First reading a publication will give you a lot of new data. When you read a guide you will get new information mainly because book is one of a number of ways to share the information or even their idea. Second, studying a book will make you actually more imaginative. When you reading a book especially fictional works book the author will bring one to imagine the story how the characters do it anything. Third, you can share your knowledge to other folks. When you read this The Compassionate Geek: Mastering Customer Service for IT Professionals, you are able to tell your family, friends as well as soon about your publication. Your knowledge can inspire average, make them reading a guide.

#### **Rona Foret:**

A lot of people always spent all their free time to vacation as well as go to the outside with their friends and family or their friend. Were you aware? Many a lot of people spent many people free time just watching TV, or playing video games all day long. If you need to try to find a new activity that is look different you can read a book. It is really fun for you. If you enjoy the book which you read you can spent the whole day to reading a book. The book The Compassionate Geek: Mastering Customer Service for IT Professionals it is extremely good to read. There are a lot of those who recommended this book. These were enjoying reading this book. Should you did not have enough space to create this book you can buy often the e-book. You can more simply to read this book from the smart phone. The price is not too expensive but this book has high quality.

#### **Keith Vanwagoner:**

This The Compassionate Geek: Mastering Customer Service for IT Professionals is brand new way for you who has intense curiosity to look for some information as it relief your hunger associated with. Getting deeper you onto it getting knowledge more you know or else you who still having bit of digest in reading this

The Compassionate Geek: Mastering Customer Service for IT Professionals can be the light food in your case because the information inside that book is easy to get through anyone. These books acquire itself in the form which is reachable by anyone, yep I mean in the e-book web form. People who think that in e-book form make them feel sleepy even dizzy this book is the answer. So there isn't any in reading a e-book especially this one. You can find actually looking for. It should be here for anyone. So , don't miss the idea! Just read this e-book type for your better life and also knowledge.

**Download and Read Online The Compassionate Geek: Mastering Customer Service for IT Professionals Don R. Crawley, Paul R. Senness #A3JH8VQZDIY**

# **Read The Compassionate Geek: Mastering Customer Service for IT Professionals by Don R. Crawley, Paul R. Senness for online ebook**

The Compassionate Geek: Mastering Customer Service for IT Professionals by Don R. Crawley, Paul R. Senness Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read The Compassionate Geek: Mastering Customer Service for IT Professionals by Don R. Crawley, Paul R. Senness books to read online.

## **Online The Compassionate Geek: Mastering Customer Service for IT Professionals by Don R. Crawley, Paul R. Senness ebook PDF download**

**The Compassionate Geek: Mastering Customer Service for IT Professionals by Don R. Crawley, Paul R. Senness Doc**

**The Compassionate Geek: Mastering Customer Service for IT Professionals by Don R. Crawley, Paul R. Senness Mobipocket**

**The Compassionate Geek: Mastering Customer Service for IT Professionals by Don R. Crawley, Paul R. Senness EPub**