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NEW BOOK TO HELP TEENS FIND GREAT JOBS ON SALE TODAY
A Young Person's Guide to the Customer-Facing Workplace

January 12, 2022 - Fredericksburg, TX- Beginning today young adults have access to a new book that will help them find a great job and succeed in the workplace. *Success Spoken Here: A Young Person's Guide to the Customer-Facing Workplace* is written in two parts.

Part I: First-Job Success helps teens identify and obtain a great first job, then impress everyone starting on day one.

Part II: Hospitality Spoken Here explains to people of all ages in customer-facing roles how to enhance their impact and satisfaction at work, by learning to *host* customers, instead of merely waiting on them.

The author, Greg Kagay, states: "I want to help young adults—high school age and up—find jobs that match their interests and give them the opportunity to help others."

Part I offers helpful insight for all aspects of a young person's job search: before, during, and after. It begins by describing why companies succeed and where young people fit into that success. It also details critical verbal communications skills that young employees should master in order to be most effective at work—as well as ways for improving those skills.

The heart of Part I explains how to search for a job suited to one's interests, providing keen instructions and written tools for identifying appealing employers and for contacting them. It then covers several important tasks to be addressed before starting work.

Finally, to help its readers get off to an impressive start at work, Part I spells out important behaviors to pursue—as well as to avoid—on the job.

Part II picks up where Part I leaves off, describing ways to ensure customers have a favorable—and hopefully fruitful—experience with a business.

To begin, Part II covers the art and skills of "customer craft". It explains how to enhance one's engagement and effectiveness with customers in varying circumstances. Importantly, this section explains how to helpfully inform tough-to-please customers who say they are "just browsing". It also covers ways employees should consider varying their interactions with customers based on customer personality cues.

Part II then explores various ways employees may ensure that customers arrive home with their purchased merchandise in undamaged, brand-new condition, featuring techniques for choosing and utilizing well-suited packaging materials.

Finally, Part II describes how to build a business atmosphere that is most conducive to customer success, covering advantageous ways for displaying merchandise as well as how to best cultivate a business's sights, sounds and even aromas.

Success Spoken Here goes on sale today in paperback at SuccessSpokenHere.com and in the digital ePub format at the [Apple Books store](http://AppleBooksStore).

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If you would like more information about this topic, or to schedule an interview with Greg Kagay, please call Greg at 972/281-9376 or e-mail Greg at greg@gregkagay.com