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By Lynette Padwa

Penguin Books, United States, 2005. Paperback. Book Condition: New. 196 x 127 mm. Language: English . Brand New Book. Anyone who's tried booking a hotel room, talking with their child's teacher, or buying a new car knows that encounters that used to be simple now feel like micro-excursions to a foreign country. Now a proven master of the popular reference book gives readers a passport to those daily encounters. Each chapter is a crash course in the culture of a specific field, its buzz-words, its policies, and the attitudes of its insiders. Here are the "magic words" that unlock information and secure cooperation and the "absolute no-no" that guarantee nothing but grief. The insights come directly from the pros, and their advice is both entertaining and unnervingly candid. A combination of Home Comforts and Getting to Yes, Say the Magic Words is an indispensable resource. Includes information on: attorneys, car dealers, doctors, hairstylists, hotel reservation agents, landlords, nannies, mechanics, real estate brokers, therapists, teachers, and many more.

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