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Shep Hyken



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Service Bill Price, David Jaffé, 2011-09-14 In this groundbreaking book Bill Price and David Jaffe offer a new game changing approach showing how managers are taking the wrong path and are using the wrong metrics to measure customer service. Customer service they assert is only needed when a company does something wrong eliminating the need for service is the best way to satisfy customers. To be successful companies need to treat service as a data point of dysfunction and figure out what they need to do to eliminate the demand. *The Best Service Is No Service* outlines these seven principles to deliver the best service that ultimately leads to no service: Eliminate dumb contacts, Create engaging self service, Be proactive, Make it easy to contact your company, Own the actions across the company, Listen and act, Deliver great service experiences. **The**

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