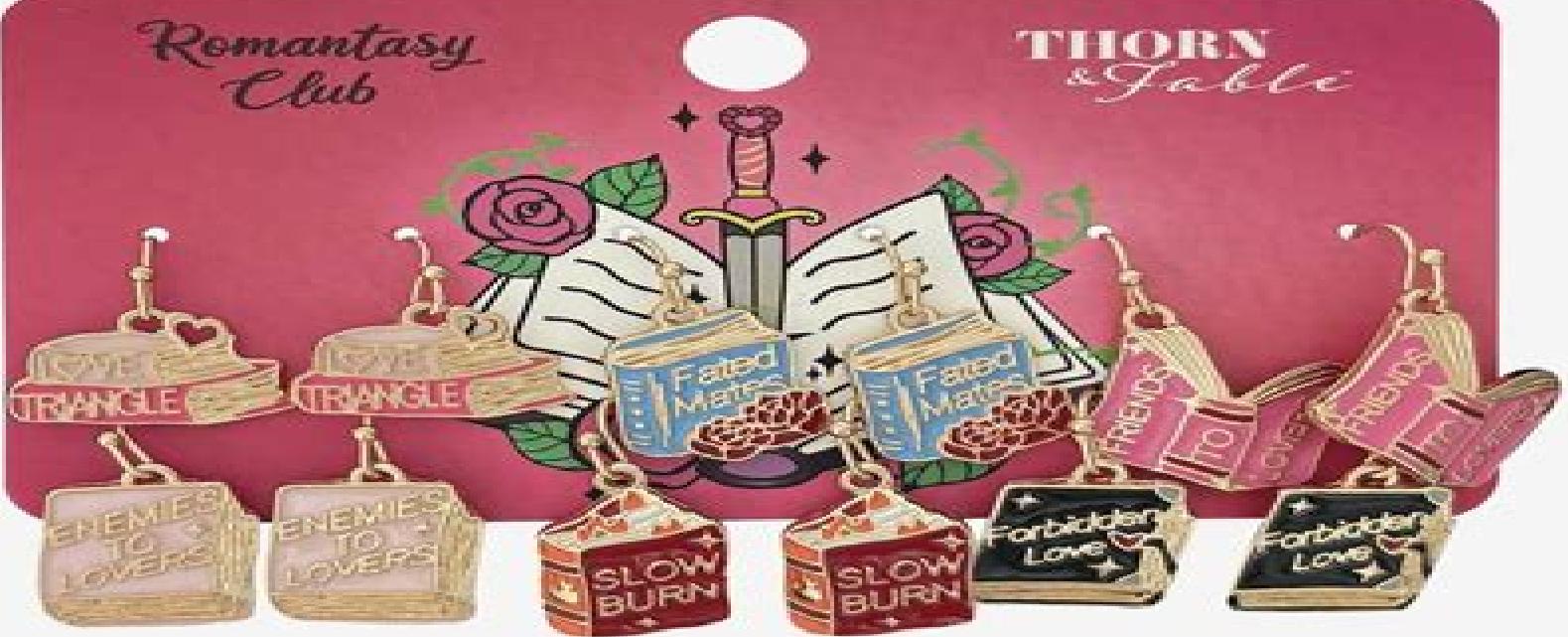


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Romantasy S Prices Customer Service

Flavio Martins

Romantasy S Prices Customer Service:

Microtimes ,1998 *Poets & Writers* ,1999 The Best Service is No 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 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 *Cosmopolitan* ,1991-07 **Who's Your Gladys?**

Marilyn Suttle,Lori Jo Vest,2013-04-13 Every customer oriented business has its own Gladys someone who demands more than most companies are able or willing to give one who pushes front line service representatives buttons one who requires a higher degree of skill to manage One who let s just say it can be difficult Yet how is it that some businesses prove able not only to satisfy their Gladys but turn her into one of their most loyal utterly pleased customers Filled with inspiring real life case studies Who s Your Gladys reveals how large and small companies from a variety of industries avoid creating difficult customers in the first place **EDITORIAL REVIEWS** From Publishers Weekly When times are tough argue entrepreneur Suttle and manager Vest it s the companies with exceptional customer service that survive The eponymous Gladys represents the company s hypothetical most challenging client the one who requires a high level of skill to manage Using the stories of 10 diverse companies the Canfield Training Group of Chicken Soup for the Soul fame Singapore Airlines a polyethylene piping product supplier a spa an eyeglass distributor and a medical center among them the authors show companies how to win over Gladys develop strong client relationships and deliver the superior service that will help them through an economic crisis It s the substantive down to earth advice that sets this book apart from its competitors as well as the helpful chapter end sections which contain practical points and thought provoking questions and answers The whole is an extremely well organized and easy to use guide illuminated by the authors obvious passion for customer service It s the substantive down to earth advice that sets this book apart from its competitors as well as the helpful chapter end sections which contain practical points and thought provoking questions and answers The whole is an extremely well organized and easy to use guide illuminated by the authors obvious passion for customer service Publishers Weekly From Corp Magazine Detroit MI This is a fast paced and readable book on customer relationship building The authors are effective communicators on the subject and the real life stories make for a solid book on the topic Corp Magazine From Accounting Today Who s Your Gladys offers plenty of useful advice on turning the people who pay your bills into your biggest fans Accounting Today Selected by Customer Service Newsletter as one of the best customer service books of 2009 Who s Your Gladys offers not only a detailed

look at how customer service works at several successful companies it provides a convenient blueprint for how to examine and benchmark your own customer service operations **Win the Customer** Flavio Martins,2015-09-02 Learn practical powerful techniques for taking your customer service from fine to fabulous to wow **The Customer Service Survival Kit** Richard S. Gallagher,2013 The worst customer situations demand more of front line employees than good intentions and the right attitude These kinds of issues can send seasoned service professionals into red alert and require the communication skills of a crisis counselor The Customer Service Survival Kit explains how to use the right words to turn volatile scenarios into calm and productive customer encounters Anyone can learn this delicate art with the book s blend of clear techniques lessons from behavioral science case studies situation specific advice and practice exercises Readers will discover The power of leaning into criticism Trigger phrases that can make bad situations worse The secret to helping people feel deeply heard in a crisis How to use the divide and conquer approach to safely deliver bad news Indispensable problem solving tools How to become immune to intimidation How to wrap up transactions so that customers are happy And more Best yet learning to handle worst case scenarios has the spillover effect of boosting the skills and confidence needed to deal effectively with ANY customer the key to radical improvements in every organization **Customer Satisfaction is Worthless, Customer Loyalty is Priceless** Jeffrey Gitomer,1998 A nationally syndicated columnist and sales trainer shows how to convert satisfied customers into loyal customers Includes real world techniques helpful checklists inspiring stories and thought provoking self tests

Achieving Excellence Through Customer Service John Tschohl,2023-04-15 Achieving Excellence Through Customer Service is now in its 15th Edition with updates through 2023 This book is often considered the bible of customer service It will help you understand the power of excellent customer service and identify an implementation plan This book gives you detailed step by step knowledge to establish a customer service strategy that will work for you and your organization In 1979 long before customer service came into vogue I designed a customer service training program that organizations could use to change the attitudes and behavior of employees This was my ninth year in the consulting and training business I saw organizations spend millions on advertising trying to attract customers But then they used baseball bats figuratively to drive them away This was bizarre behavior I felt If these organizations would just The Feelings learning system I developed in 1979 has been used by millions of people throughout the world It is cost effective and user friendly written to be understood by the employee participants not just management and trainers It has been updated many times With COVID throughout the world most organizations gave up on customer service across the world It is worse today than in 1979 This book is written for managers senior and middle managers who influence the customer service of a company by deciding what employees who deal directly with customers on the phone the Internet or in person will deliver an awesome customer experience They tell employees what is expected of them in terms of customer service and they evaluate and report to them their service performance Service leaders and champions of service can use this book to drive a service strategy Entrepreneurs who want

to grow their businesses through a service culture will find these ideas valuable
Thomas P. Reilly, 1995

Value Added Customer Service

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