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Michael Heppell



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Microtimes ,1995 Poets & Writers ,1999 **Waiting For Service** Amas Tenumah,2021 You hate waiting in line or on the phone for customer service There have been plenty of books about customer service that all seem to offer secrets to improve customer service This is not that book I instead want to focus on Why customer Service is so broken and give you the secrets to get around it Customer service is bad by design Your bad customer service is not random it is intentional Customer Service is universally terrible this is not an opinion You do not have to believe me I am saying it is raining outside and you can simply look out the window I spent two decades helping dozens of your favorite brands with customer service You will laugh get mad all over again at some of the conversations I have had with executives around customer service I name names expose Customer Service nightmares from Travel to Cable Walmart fast food and so much I also provide you with how to get around bad service and offer radical thinking to reset customer service Amas Tenumah Satisfaction Guaranteed Byrd Baggett,2005-04 Excellence in customer service results in long term success says Byrd Baggett If you ve lost customers lately or are unsure whether customers are happy with your company it s time to review your customer service record This book is a digest of everything that Baggett has learned about meeting customers needs successfully An enterprise that puts customers first will succeed expand whereas one that focuses only on the bottom line will have to drum up new business constantly That is why it s important to remember that any business is only one bad experience away from losing a customer that if you promise the moon you d better deliver that the phone should be answered by the third ring that the customer is always right Monday Morning Customer Service David Reed,David Cottrell,2004-02 Monday Morning Customer Service is a powerful story about how to develop and keep loyal customers It is written from the perspective of a person recently promoted to director of customer service and his interaction with a successful mentor **1,001 Ways to Keep Customers Coming Back** Donna Greiner,Thedore B. Kinni,2000 **151 Quick Ideas To Get New Customers** Jerry R. Wilson,Csp,2006-01-01 Take Their Breath Away Chip R. Bell,John R. Patterson,2009-05-08 A powerful and inventive guide to creating irrationally loyal customers There are a mountain of books about customer service but very few as provocative and innovative as Take Their Breath Away This practical book shows how to create and implement cutting edge inspiring concepts that raise the bar for the customer experience and help make the customer the central focus of the

organization This ingenious real world guide explores a variety of exciting creative customer experience ideas using examples from remarkable customer centric organizations The key to a successful enterprise is value added service but the secret to great customer service is surprising customers with a value unique experience Take Their Breath Away provides ideas and insights for all who want to create a stunning mind blowing customer experience This is not about wow it s about whoa Chip R Bell Dallas TX is founder and Senior Partner of The Chip Bell Group a consulting firm that assists organizations in creating sustainable long term customer devotion He has served as a consultant or trainer to such major brands as Ritz Carlton Microsoft and GE John R Patterson Atlanta GA is founder and President of Progressive Insights a Chip Bell Group alliance partner With over 20 years of leadership experience his consulting practice focuses on helping organizations create and sustain incredible customer experiences

One Hundred Fifty-one Quick Ideas to Get New Customers Jerry R. Wilson,2007

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visualize and more effectively approach everyone which results in such higher levels of success with their prospective clients They see clients vs customers walk into their locations and act accordingly They see clients when they pick up the phone or walk into an office or boardroom They see clients when there is a concern or something that needs to be fixed or replaced and they act with a long term view They see clients who become raving fans and champions for them One of the secrets to business or selling success is to maximize each client relationship by ensuring you demonstrate your genuine commitment to helping them not just selling them That mental shift is reinforced when you think of them as valued clients not just customers The end result is they will buy from you again and encourage their friends and contacts to follow their lead in selecting you to serve them People love to buy but hate being sold Customer service is a proven success tool for top performing professionals business owners and champion sales people Canada s Ideaman Bob Hooey partners with committed leaders and organizations to equip and motivate profitable growth and enhanced success He teaches the secrets of idea rich business development built on solid customer service foundations Invest in your future success by investing in your team today **Up Your Service!** Ron Kaufman,2005 Tools tips and proven techniques to lift your service higher Lift your service UP Increase service value Add more to your customers and your bottom line Chapter 2 unlocks the value Explore spectacular service Discover what s beyond the extra mile Chapter 4 reveals the secrets Build your service culture Attract great customers and staff Study Chapter 6 to keep them Solve the crossword puzzles Find loyalty passion and profits Every chapter has the clues Chapter 9 has all the answers **5 Star Service** Michael Heppell,2010 This is the book that will show you how to ensure customers are raving about your products and services and come back for more Five Star Service 2nd edition is an easy read high impact title from the bestselling author of How to Be Brilliant Michael Heppell In this book he gives you over 100 instant tips 50 examples of the best practices over a dozen brand new techniques and multiple strategies to equip you with a winning edge to knockout your customers and help you Delight your customers every time Deliver remarkable results that will keep them coming back for more Win more customers without spending a fortune Get repeat orders and referrals from everyone you encounter Whether it s studying the Disney parking system or enrolling students at colle going behind the scenes in the world s top hotels or becoming the office hero Five Star Service will show you how to wow your customers colleagues and cohorts **52 Thoughts to Help You Improve Customer Service** Sandra Fry,2013-08-07 Are you interested in leading your team to a higher level in customer service Use this book to encourage discussion and bring new ideas to the table Do you want customers to return Would you like to give your team confidence Do you need a starting point How do you open channels of communication Use the fifty two suggestions found in this book to improve your company s customer service **Serve!** Bob 'Idea Man' Hooey,2018-11-13 Business success retail service based or even direct buyer connections is built on establishing mutually profitable relationships relationships where you make the customer client feel special How much is your business worth Perhaps you see the reason why so many successful stores have liberal return or service satisfaction

policies What changes are needed to make your policies more client friendly Canada's Ideaman Bob Hooey partners with committed leaders and organizations to equip and motivate for profitable growth and success He teaches secrets of Idea rich business and leadership development built on solid foundations and taking strategic action Bob is the prolific author of 16 business and leadership success books and travels the world sharing his innovative Ideas at Work SERVE Idea rich strategies for enhanced customer service

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The Simple Truths of Service Kenneth H. Blanchard, Barbara A. Glanz, 2005

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