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Jaquie Scammell



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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 *Customer Service For Dummies* Karen Leland, Keith Bailey, 2011-03-03 *Customer Service For Dummies* Third Edition integrates the unbeatable information from *Customer Service For Dummies* and *Online Customer Service For Dummies* to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent **Customer Service** Peter Shankman, 2011

Creating a Customer Service Mindset Jaquie Scammell, 2018 *The Best Service is No Service* Bill Price, David Jaffe, 2008-03-21 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 *Raving Fans!* Kenneth H. Blanchard, 1998 *Customer Service in an Instant* Keith Bailey, Karen Leland, 2010 *Once a Customer, Always a Customer* Chris Daffy, 2001 **Customer Service Over the Phone** Stephen Coscia, 1997-11-01 **Monday Morning Customer Service** David Reed, David Cottrell, 2004 **Achieving Excellence Through Customer Service** John Tschohl, Steve Franzmeier, 1995 **Customer Service Over the Phone** Stephen Coscia, 1992-01-01

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