



Booktok Trending Guide Customer Service

Marsha Collier

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The Ultimate Online Customer Service Guide Marsha Collier, 2010-12-15 Make your online customers happy and create new ones with this winning guide Social media gives you an unparalleled vehicle for connecting and engaging with an unlimited number of customers Yet this vehicle is different than other more impersonal forms With social media reps become part of their customers lives They follow back They handle complaints immediately They wish customers happy birthday They grow their brands by involving themselves in communities The Ultimate Online Customer Service Guide gives you the keys to authentic and engaged service to customers through social media Using a blend of case studies a primer on classic online customer service and instructions on how to execute quality customer service this book enables you to access the opportunities that social media presents as a means of serving customers Authentically use social media to connect with customers to boost your bottom line Attract new customers through your online presence Achieve higher GMS Gross Merchandise Sales with quality customer service Social media gives you a new and growing realm to distinguish your business Create a productive presence in this interactive space with The Ultimate Online Customer Service Guide

Complete Idiot's Guide to Great Customer Service Macmillan General Reference Staff, Macmillan Publishing, MacMillan General Reference, 1998-07-01 *Guide to Customer Service Skills for the Help Desk Professional* Donna Knapp, 1999-11-16 This book is designed to provide individuals interested in the field of technical customer support a guide to the soft skills and the self management skills needed to deliver excellent customer support at the help desk It provides the reader with a better understanding of what a career in customer support would entail with strong real world computer support examples case studies and exercises throughout the book The author is a leading help desk consultant trainer and former help desk support engineer and service manager *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 The Training Guide For Kirt Manecke, 2015-07-25 The Training Guide for the award winning book Smile Sell More with Amazing Customer Service *Practical Guide to Customer Service Management and Operations* E. Patricia Birsner, Ronald D. Balsley,

Customer Service from Hell Philip J. Slater, Tomorrow's Business Publishing, 2009-01-01 *Customer Service-Quick Knowledge Guide* Fearless Business Starter, 2009-09 **The Customer Service Survival Guide**, 1994 Best Practice

Guide for Customer Service Professionals ,2006* How to Deliver Excellent Customer Service Julie Olley,2000 **The Complete Guide to Customer Support** Joe Fleischer,2002-01-04 Today's support operations face greater responsibilities than the help desks of the 1990s. That's because customers expect 24x7 assistance on whatever channel they choose no matter what type of products and/or services they buy. **The Complete Guide to Practical Guide to Customer Service Management and Operations** E. Patricia Birsner, Ronald D. Balsley, 1982 *The Little Customer Service Book* Rick Grassi, 2020-11-05 A handbook detailing the basics of effective customer service **Customer Service Fundamentals** Sorin Dumitrescu, 2023 Customer Service Fundamentals A Practical Guide by Sorin Dumitrescu is a must read for anyone in the customer service field or looking to improve their customer service skills. The book emphasizes the importance of focusing on the customer and offers practical tips on how to ensure that their needs are met. **Amazon Knockout Customer Service** Erick T. Edwards, 2013-04-15 Knockout Customer Service puts a fresh twist on a well-discussed topic. There are tons of books on customer service; this is the first to compare customer service and training for customer service to boxing. Knockout Customer Service reveals a unique Customer Service Boxing Model to demonstrate the relationship between training and coaching. It quotes some of the most famous names in boxing and recalls historical fights using analogies of the fundamentals of boxing to the fundamentals of customer service. The book also provides insight for defusing irate customers, leveraging employees' experience, and developing an overall customer service strategy. Not only should you find this book informative in the area of customer service, it will also spark the boxing enthusiast in you. Enjoy **I Want to Complain** Peter Nuttall, 2011-09-02 Have you got something to complain about? Have you been short-changed? Have you complained and got nothing but hollow apologies? Are you due compensation? Then this book could help. Instead of writing letters using red biro and block capitals, underlining every other word, swearing at inappropriate places, and writing key words twice as big, follow the 'I want to complain' philosophy and make your letters entertaining. Make the person dealing with your complaint want to help you instead of shoving your letter under the pile of others they have to deal with that day and getting to it later. With eight years' experience in a customer management role for a multi-national retailer, Peter realised that it was the light-hearted, entertaining letters that received the most satisfactory resolutions. 'I want to complain' explains exactly what life is like on the other end of the call centre telephone and just how to ensure your complaints are dealt with as a priority. The second section of the book contains a collection of genuine complaint letters Peter has written over the years using the philosophy laid out in the first section, along with their replies, so you can see for yourself just how it works. Those companies written to include Marks and Spencer, Tesco, Asda, and even Newcastle city council to get a parking ticket revoked all with positive resolutions. 'I want to complain' hopes to put the fun into refund and the jest into goodwill gesture as it takes you on an entertaining and humorous journey into the world of customer services. **Zingerman's Guide to Giving Great Service** Ari Weinzweig, 2003 Do you really need another book on customer service? There are hundreds you could choose from.

and you've probably read at least a dozen. Why should you take advice from a deli with a funny name in Ann Arbor Michigan? Because the way Zingerman's teaches service is different, better and more successful than the way others do it. Because while most customer service books give you philosophy and theory, Zingerman's tells you exactly what to do and exactly how to do it. Because one of Zingerman's founding partners, Ari Weinzweig, has distilled the most important facts about effective customer service into concise and snappy formulas that are easy for you and the people who work with you to remember and use. Do you really need another book on customer service? Yes. But after you read this one, you won't need another book.

Outstanding Customer Service, 1995 [The Rules of Woo: An Entrepreneur's Guide to Capturing the Hearts and Minds of Today's Customers](#) Cindy Solomon, 2010-04-07

In her new book The Rules of Woo, internationally recognized speaker, consultant and executive coach Cindy Solomon cuts through the clutter to the essence of what today's customers really want and need from your business. Interwoven with tales of Cindy's own adventures in the world of customer service, this guide provides poignant and often hilarious examples of what to do and what not to do in the race to win the loyalty of your company's ideal customers. If demanding customer requests, ruthless competitors and challenging employees are hindering your ability to create the success you want, this book is for you.

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