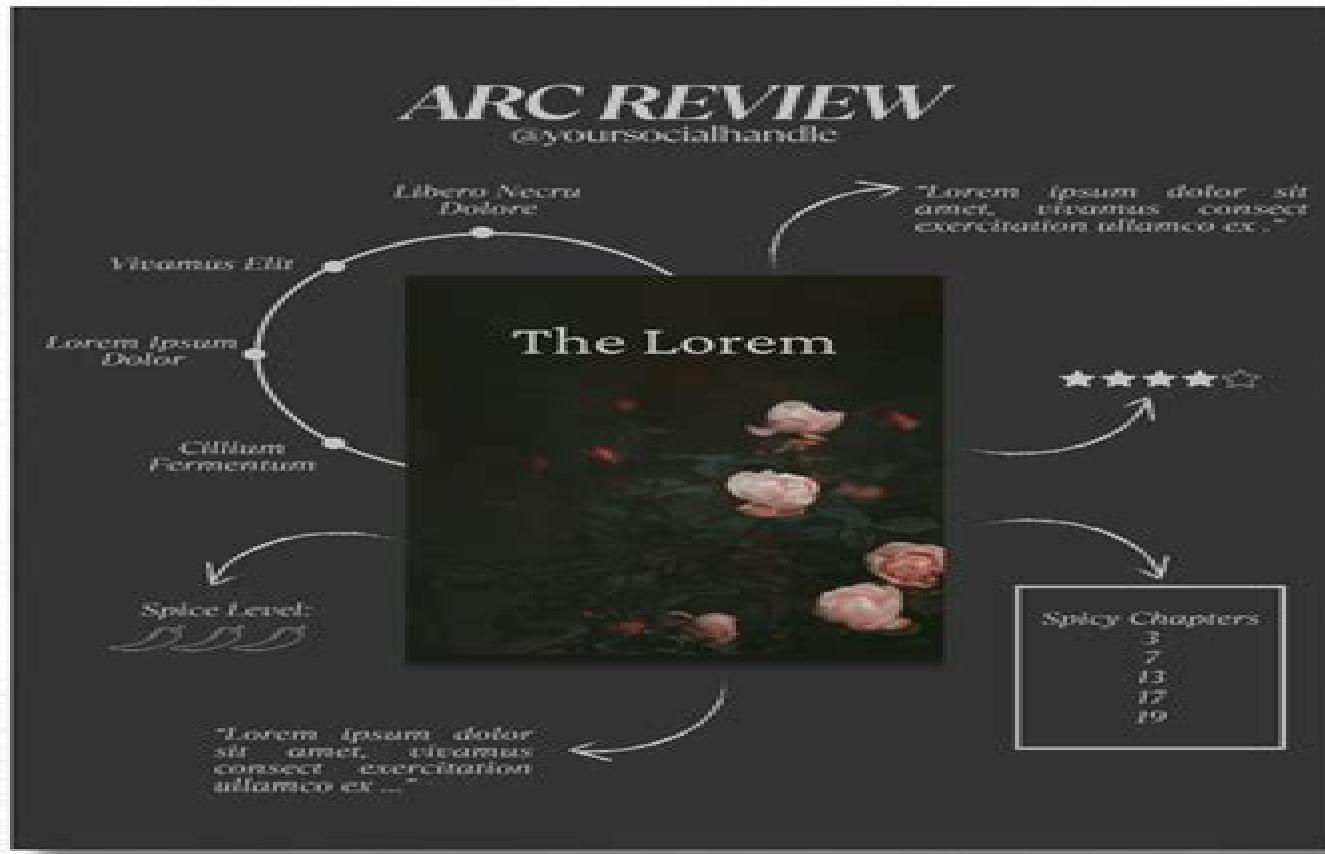


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Bill Price,David Jaffé

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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

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

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 **The Amazement Revolution** Shep Hyken,2011 What is the amazement revolution It is the culture that can drive any organisation from one employee to tens of thousands to focus completely on delivering an amazing customer service experience In this sequel to the Wall Street Journal best selling book The Cult of the Customer Shep Hyken shares seven powerful strategies that any organisation can implement to create greater customer and employee loyalty In a tough competitive and price sensitive economy customer service is one of the most essential tools to separate your business from the competition These strategies work as evidenced by the more than seventy case studies and examples that Hyken shares throughout the book These examples provide dozens of lessons that can and should be implemented immediately Corporate and industry clients from all over the world have tapped into the expertise of Shep Hyken His client list is a who's who in the business world As an author and speaker Hyken is known for his simple and direct strategies that help his clients build successful customer focused organisations **The 7 Concepts of Customer Service** Joshua Kangle,2018-07-15 What if your company saw a raise in the standards of customer service Would your business receive better online reviews What if your company received more business from satisfied repeat customers and word of mouth Would this be a benefit and add to your bottom line The 7 Concepts of Customer Service is a practical guide and step by step resource that will help your company and your team foster an environment that is focused on delivering excellent customer service In this short and easy to follow book you discover the Concepts by Joshua Kangle that he has used to help him receive better reviews personal recognition from CEO's like Christopher Nassetta from Hilton and move himself up the corporate ladder and create successful businesses Learn what customers really want and what you and your team can do to achieve success in delivering the best possible customer service and keep them coming back from more So are you ready to get a leg up on your competition and be known for the best customer service and experience Pick up this book and get ready to learn what it takes **Pay Attention!** Ann Thomas,Jill Applegate,2010-05-24 Make customer feedback work for your business Customers are speaking loud and clear through a myriad of mediums Evidence shows that customers will no longer stand for the hurried and complacent service that has become the norm They are looking for a positive memorable experience Organizations that provide that level of service will earn their loyalty Customers base their decisions on nothing more than a positive or negative review of your product and or service Pay Attention paves the way Your company wins when you Understand Customer Expectations Embrace and implement The RATER Factors Define who you are and what you offer Become E T D B W Easy To Do Business With Connect with your audience in all mediums React appropriately and respond immediately to customer feedback Recover sincerely when things go wrong All you need is to Pay Attention

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Creating a Customer Service Mindset Jaquie Scammell,2018 Better Customer Service Edward C. Brewer,Terence L. Holmes,2021 This readable and concise research based book discusses seven simple rules that will help businesses and individuals improve their customer satisfaction and workplace environments and make the world a little better and more pleasant An author team with extensive cross sector experience provides a foundation that will help improve customer service no matter the type of organization or situation allowing customization according to industry standards and expectations Although the basic steps are simple going all the way back to preschool and kindergarten they can have a significant positive impact on customer service and on basic human interaction If an employee follows these simple steps not only will relationships with customers improve but so will relationships with co workers increasing overall organizational satisfaction Readers who adopt the principles in this book may also find that their personal relationships improve as well The primary audience of this work includes any business that desires to improve customer service However anyone who works with people will appreciate the conversational tone and specific illustrative examples in this clear and immediately actionable book 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 lets just say it can be difficult Yet how is it that some businesses prove able not only to satisfy their Gladys

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