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Marcel A. Müller

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connection and brand loyalty The Customer Service Revolution is a practical and entertaining guide to offering exceptional experiences which is currently one of the only sustainable differentiators amongst competing businesses *Unleashing Excellence* Dennis Snow, Teri Yanovitch, 2009-11-16 A step by step guide to designing and implementing an amazing customer service culture In today's competitive business environment keeping customers happy is the key to long term success But some businesses provide much better customer service than others It's not always clear what works and what doesn't and implementing new customer service practices midstream can be a difficult chaotic task Business leaders who want to transform their business culture into one of customer service excellence need reliable proven guidance Unleashing Excellence gives you practical tools and step by step guidance tailored to your company's individual customer service needs It shows you how to navigate your teams through every step of the implementation process to achieve true customer service excellence The book covers the training and education of your group how to measure the quality of your service how to build a culture of personal accountability and how to recognize excellence and reward it Fully revised to include updated information on the latest tools and best practices as well as the stories and lessons learned from those organizations that have used the process described in the book Offers proven best practices for designing and implementing an excellent customer service culture Simple format divides content into nine leadership actions that guide you through a step by step process Shows you how to build a common customer service vision for your entire organization Customer service is vital to the survival of your business If you want to move your organization's customer service practices from good to great Unleashing Excellence is the key **The Black Book** Bill Brent, 1997 *Customer Service Training* Maxine Kamin, 2018-04-30 The Trainer's Workshop Series is designed to be a practical hands on roadmap to help you quickly develop training in key business areas Each book in the series offers all the exercises handouts assessments structured experiences and ready to use presentations needed to develop effective training sessions In addition to easy to use icons each book in the series includes a companion CD ROM with PowerPoint presentations and electronic copies of all supporting material featured in the book Customer Service Training provides practical hands on guidance to help you quickly develop customer service training Dozens of field tested exercises games activities icebreakers and assessment instruments help you teach employees the importance of customer service and improve their performance Contains exercises handouts assessments and tools to help you create fantastic customer service to meet your specific needs raise the bar for service excellence become a more effective and efficient facilitator ensure training is on target and gets results This book is a complete training programme Its practical learning activities and embedded assessment tools will help any company understand that first rate training equals first rate customer service Fred S Anton Chief Executive Officer Warner Bros Publications Other books in this series Leadership Training New Supervisor Training New Employee Orientation Training Leading Change Training

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