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Bookstagram Picks Today Customer Service

Shep Hyken



Bookstagram Picks Today Customer Service:

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* Elaine K. Harris, 2007 Customer Service A Practical Approach was created to meet the growing need for qualified customer service professionals This practical text workbook focuses on the skills and strategies needed to build and maintain customer service excellence **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 Recipe for Service Tony Johnson, 2015-01-24 Tony Johnson wants you to deliver the BEST POSSIBLE CUSTOMER SERVICE This book is the framework to help you CONSISTENTLY delight your Customers and Clients Each chapter is designed to deliver meaningful Customer service lessons that can be put into action QUICKLY for the good of your Customer and your business A unique blend of best practices common sense strategies and real life examples this book will help you lead and inspire your team Included in this book are NUGGETS that will BENEFIT YOU such as The Secret to Being Visible Available and Absolutely Engaged in Your Day to Day Business The Fundamentals of Great Service and How to Inspire Your Team to Deliver Consistently and With Panache The Formula for Hiring and Training the Best Possible Team to Delight Your Customers How to See Innovation in the Everyday and Transform Your Organization into a POWERFUL and CUSTOMER CENTRIC Machine How to Keep Service Relevant TODAY and FAR into the FUTURE through Training Development and Leadership **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 let s just say it can be difficult Yet how is it that some businesses prove able not only to satisfy their Gladys but turn her into one of their most loyal utterly pleased customers Filled with inspiring real life case studies Who s Your Gladys reveals how large and small companies from a variety of industries avoid creating difficult customers in the first place EDITORIAL REVIEWS From Publishers Weekly When times are tough argue entrepreneur Suttle and manager Vest it s the companies with exceptional customer service that survive The eponymous Gladys represents the company s hypothetical most challenging client the one who requires a high level of skill to manage Using the stories of 10 diverse companies the Canfield Training Group of Chicken Soup for the Soul fame Singapore Airlines a polyethylene piping product supplier a spa an eyeglass distributor and a medical center among them the authors show companies how to win over Gladys develop strong client relationships and deliver the superior service that will help them through an economic crisis It s the substantive down to earth advice that sets this book apart from its competitors as well as the helpful chapter end sections which contain practical points and thought provoking questions and answers The whole is an extremely well organized and easy to use guide illuminated by the authors obvious passion for customer service It s the substantive down to earth advice that sets this book apart from its competitors as well as the helpful chapter end sections which contain practical points and thought provoking questions and answers The whole is an extremely well organized and easy to use guide illuminated by the authors obvious passion for customer service Publishers Weekly From Corp Magazine Detroit MI This is a fast paced and readable book on customer relationship building The authors are effective communicators on the subject and the real life stories make for a solid book on the topic Corp Magazine From Accounting Today Who s Your Gladys offers plenty of useful advice on turning the people who pay your bills into your biggest fans Accounting Today Selected by Customer Service Newsletter as one of the best customer service books of 2009 Who s Your Gladys offers not only a detailed look at how customer service works at several successful companies it provides a convenient blueprint for how to examine and benchmark your own customer service operations **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

Great Customer Service Jalene Nemec, Daryl D. Green, 2012-11-16 Great Customer Service provides a new framework for businesses that want sustainable success during an unstable economy This book is important not for just sales people but for anyone who wants to maintain good relationships with their customers Business owners college students professors entrepreneurs nonprofit organizations and other sales organizations can benefit from this book Readers can ensure success by following the practical application on concepts outlined in this book in order to satisfy customers needs or wants Through this book many individuals will be able to Build a more profitable business Increase good sustainable customer service Inspire workers toward greater organizational performance Learn how to inspire today s demanding customers

Dazzle Me! Dartnell Corporation, 1997-01-01 Reps who provide only average service won t go very far But those who have mastered uncommonly good service skills will become especially valuable Managers can use DAZZLE ME to motivate their service reps by giving each of them a personal copy It will guide both new experienced customer service reps toward achieving success Inspirational quotes motivating cartoons profiles self quizzes Quick Tips DAZZLE ME Solutions ttto customer service questions the DAZZLE ME Take Away in each chapter spell out how to go beyond just pleasing their customers to dazzling them instead THE DAZZLE ME 7 Step Formula shows reps how to Respond quickly in person on the telephone Be friendly attitude is everything Be flexible What can you do for customers Be focused unflappable How to handle a customer s problem or complaint Follow Up follow up follow up Keep in touch with customers Have fun

Just Looking Thanks! Alf Dunbar, 2006-07 The way a person feels does effect how they behave which in turn effects the results they acheive You Are The Difference works because not only does it help people to think differently about the customer it also help them to think differently about themselves and the service they give When the skills and techniques within this book are used on the shop floor everyone wins The business wins because the level of service and customer conversion is increased resulting in happier customers and greater sales The store manager wins because they are able to lead motivate and coach the team and keep the You Are the Difference Coaching Program alive helping it to become part of the service culture in store The sales person wins because they are given the skills knowledge and confidence to interact more easily with the customer making their role within the store more rewarding and effective The customer wins because they receive a level of service second to none This book IS different The techniques within its pages were developed on the shop floor working with REAL customers Each skill has been perfected to help both the retailer and the customer enjoy a perfect shop floor relationship in short it DELIVERS

Raving Fans! Kenneth H. Blanchard, 1998

The Amazement Revolution Shep Hyken, 2011 A guide to the principle of customer amazement Hyken uses fifty companies as role model examples to teach seven powerful strategies that will kick start the revolution in your organization

Achieving Excellence Through Customer Service John Tschohl, 2014-11-19 This book is on strategy How to create a service culture

Many call it the bible of Customer Service It is now in its 10th edition Everything has been updated with 2014 information with role models from across the world If you want to learn about why customer service is the most powerful strategy to build market share own and dominate the market and crush your competition I use role models from the US and across the world Hard financial numbers are added so you can see the impact from driving a business around the customer experience

Monday Morning Customer Service David Reed,David Cottrell,2004 **Customer Service Is More Than a Department** Thomas P. Reilly,2003-08 If you serve people at any level of a company this book is for you There is a greater awareness today for the importance of providing good customer service and fundamental to our serving others is a belief that we must treat each other with respect **Customer Service: Skills for Success** Robert W. Lucas,2016 Textbook for Customer Service *Customer Service Over the Phone* Stephen Coscia,1992-01-01 **Brief van Quintus Septimius Florens Christianus (1541-1596) aan Janus Dousa filius (1571-1596).** ,1593 *Customer Service* Robert W. Lucas,1994-01-01

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