



Booktok Trending Near Me Customer Service

Sandy Leong



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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 [Win the Customer](#) Flavio Martins,2015-09-23 Your prices can be beat Your product can be improved upon Your service is provided by others But one key aspect about your company that cannot be duplicated or outdone is the unique outstanding customer service experience that you continually provide for your customers In Win the Customer companies can learn practical powerful techniques for energizing the way they interact with the people who drive their business distinguishing themselves from the competition by providing their customers with something truly special Author and vice president of operations Flavio Martin named by the Huffington Post as a most influential social customer service pro fills his invaluable guide with examples and inspiration in order to show readers how to Align the business around a customer service mission Make every employee a customer service agent Create an environment in which exceptional service experiences can happen Humanize customer service virtually and in person Empower employees to find innovative solutions All the random acts of WOW they re often the most memorable And much more Products and prices can only get you in the door with new customers But exceptional customer service will keep them lifelong fans Win the Customer is your guidebook for building your fan base *Waiting for Service* Amas Tenumah,2021-12-25 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

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Creating a Customer Service Mindset Jaquie Scammell,2018 **High-Tech, High-Touch Customer Service** Micah Solomon,2012-05-26 Today s customers are a hard bunch to crack Time strapped screen addicted value savvy and socially engaged their expectations are tougher than ever for a business to keep up with They are empowered like never before and expect businesses to respect that sense of empowerment lashing out at those that don t Take heart Old fashioned customer service fully retooled for today s blistering pace and digitally connected reality is what you need to build the kind loyal customer base that allows you to survive and thrive And High Tech High Touch Customer Service spells out surefire strategies for success in a clear entertaining and practical way Discover Six major customer trends and what they mean for your business Eight unbreakable rules for social media customer service How to effectively address online complainers and saboteurs on Yelp Twitter TripAdvisor and other forums for user generated content The rising power of self service and how to design it properly How to build a company culture that breeds stellar customer service High Tech High Touch Customer Service reveals inside secrets of wildly successful customer service initiatives from Internet startups to venerable brands and shows how companies of every stripe can turn casual customers into fervent supporters who will spread the word far and wide online and off **Be Amazing Or Go Home** Shep Hyken,2017-09-22 **Customer Service** Peter Shankman,2011

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 Your

Call Is (Not That) Important to Us Emily Yellin, 2010-08-17 Bring up the subject of customer service phone calls and the blood pressure of everyone within earshot rises exponentially Otherwise calm rational and intelligent people go into extended rants about an industry that seems to grow more inhuman and unhelpful with every phone call we make And Americans make more than 43 billion customer service calls each year Whether it s the interminable hold times the outsourced agents who can t speak English or the multitude of buttons to press and automated voices to listen to before reaching someone with a measurable pulse who hasn t felt exasperated at the abuse neglect and wasted time we experience when all we want is help and maybe a little human kindness Your Call Is Not That Important to Us is journalist Emily Yellin s engaging funny and far reaching exploration of the multibillion dollar customer service industry and its surprising inner workings Yellin reveals the real human beings and often surreal corporate policies lurking behind its aggravating facade After reading this first ever investigation of the customer service world you ll never view your call center encounters in quite the same way Since customer service has a role in just about every industry on earth Yellin travels the country and the world meeting a wide range of customer service reps corporate decision makers industry watchers and Internet based consumer activists She spends time at outsourced call centers for Office Depot in Argentina and Microsoft in Egypt She gets to know the Mormon wives who answer JetBlue s customer service calls from their homes in Salt Lake City and listens in on calls from around the globe at a FedEx customer service center in Memphis She meets with the creators of the yearly Customer Rage Study customer experience specialists at Credit Suisse in Zurich the founder and CEO of FedEx and the CEO of the rising Internet retailer Zappos com Yellin finds out which country complains about service the most Sweden interviews an actress who provides the voice for automated answering systems at many big corporations and talks to the people who run a website GetHuman com that posts codes for bypassing automated voices and getting to an actual human being at more than five hundred major companies Yellin weaves her vast reporting into an entertaining narrative that sheds light on the complex forces that create our infuriating experiences She chronicles how the Internet and global competition are forcing businesses to take their customers needs more seriously and offers hope from people inside and outside the globalized corporate world fighting to make customer service better for us all Your Call Is Not That Important to Us cuts through corporate jargon and consumer distress to provide an eye opening and animated account of the way companies treat their customers how customers treat the people who serve them and how technology globalization class race gender and culture influence these interactions Frustrated customers smart executives and dedicated customer service reps alike will find this lively examination of the crossroads of world commerce the point where businesses and their customers meet illuminating and essential

What to Say to a Porcupine Richard S. GALLAGHER, 2008-04-12 What do a demanding colony of porcupines an upscale restaurant run by hyenas and a famous medieval knight have in common They are all part of one of the most entertaining and instructive books on customer service ever written What to Say to a Porcupine uses the format of Aesop s

fables to illustrate fundamental principles of customer service including By a Hare Great service is all about going the extra mile as learned by a group of rabbits running an express mail delivery service Bear with Me One grizzly bear s honey shop undergoes an amazing transformation when he discovers a better way to greet his customers What to Say to a Porcupine When a newly arrived colony of demanding porcupines wreaks havoc on local businesses readers get a lesson on handling difficult customers in a positive constructive manner Each story is followed by a short discussion illuminating topics from customer relationships to how to motivate a service team Fun quick and constructive this is a guide for anyone involved in customer service

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

Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation Robert Bacal, 2005-01-20 Tools for pleasing even the most demanding customers A satisfied customer is a loyal customer and in today s supercompetitive business economy few things are as crucial to a company s bottom line as the quality of its customer service This latest title in the popular Perfect Phrases series is just the thing for customer service employees and those who train and manage them Perfect Phrases for Customer Service gets you quickly up and running with everything you need to keep customers happy and loyal including Clear explanations of the reasons for difficult customer behaviors Proven tools and techniques for successfully handling even the most cantankerous customers 101 dialogues and scripts organized according to types of difficult behaviors usable as is or as part of a training program and easily tailored to any industry and company culture For more information visit www.customerservicezone.com

Your Customer Is the Star Micah Solomon, 2015-07-11 In this groundbreaking volume America s top authority on customer service and customer trends shares everything you need to know to transform your customer service experience and delight every generation of customers from millennials to baby boomers and beyond Your Customer Is The Star explains how your customers have changed and how the customer service and customer experience you provide needs to change as well This is true whether your customers are members of the enormous unprecedented Millennial generation Gen Y the Baby Boomers or otherwise Technology and demographics have changed dramatically over the last decade but customer service has not kept up The days of scripted service employee uniforms long lines and longer wait times are over Your customers today don t want that and they ll vote with their feet or reviews if you try to serve them more of the same The rise of the

millennial consumer has begun and this youthful group's influence is powerful and clear. They don't care about ostentatious old-fashioned ideas of luxury. They spend their money on experiences and yes, they do have money. They share what they're reading, eating, and buying, and they'll Yelp your business a new one if you fail to meet their need for timeliness and authenticity. How can businesses keep up?

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The Convenience Revolution Shep Hyken, 2018-10-02 Convenience is King. When you make it easier for customers to do business with you, they will reward you with their money, their loyalty, and their referrals. There's a reason they call it a convenience store because it's convenient. When you have to pick up a gallon of milk, would you rather stop by a large supermarket or a 7-Eleven? Customers who shop at convenience stores know the selection is smaller and the prices are often higher, yet they still come in droves because of the ease of purchase. What about the minibar in your hotel room? That's convenient too, but the convenience comes at a cost. Did you ever stop to think that the same 5.00 can of Coca-Cola in the hotel's mini-fridge can be bought down the hall from the vending machine for just 1.25? Yet even with that can of Coke being four times more expensive, hotels are restocking minibars every day. Customers will pay for convenience. And they'll choose to do more business over time with the people and companies that make their lives more convenient. Whether you're trying to out-service a competitor or disrupt an entire industry, creating less friction and being more convenient for your customers should be your strategy. When you raise the convenience bar, you create the next level of amazing customer experience. This book shows you how to leverage convenience as a powerful way to differentiate yourself from your competition. You'll learn six compelling strategies supported by numerous examples and case studies that will fuel your plan to create a focus on convenience for your customers. The value proposition is both simple and profound: when you reduce friction and make it easier for customers to do business with you, they'll reward you with their money, their loyalty, and their referrals. That's the advantage of being a part of The Convenience Revolution.

Customer Service Sandy Leong, 2005-01-01 **Beyond Customer Service** Richard F. Gerson, American Veterinary Medical Association, 1994 **Ignore Your Customers (and They'll Go Away)** Micah Solomon, 2021-06-02 Discover how to create exceptional customer service and a superior customer

experience learning from the greatest companies of our time When it comes to delivering great customer service and customer experience many companies miss the mark But there s no reason this should include you and your company Ignore Your Customers and They ll Go Away spells out step by step how to craft a customer service culture and customer experience so powerful that they ll transform your organization and boost your company s bottom line You ll enjoy inspirational often hilarious tales from the trenches as author Micah Solomon one of the world s best known customer service consultants relates hands on adventures about assessing and improving customer service in various industries You ll spend time behind the scenes with Zappos CEO Tony Hsieh and discover how the company delivers wow customer service From Richard Branson you ll learn how Virgin brands deliver authentic customer service avoiding what Branson calls Stepford Customer Service and Branson s secrets for turning social media attackers into brand promoters Drawing on a wealth of stories personally assembled from today s most innovative and successful companies including Amazon Cleveland Clinic Drybar USAA Insurance and The Ritz Carlton Hotel Company Solomon reveals what it takes to turn a ho hum customer interaction into one that drives customer engagement and lifelong loyalty **The 10 Golden Rules of Customer Service & the Story of the \$6,000 Egg** Todd Duncan, Deb Duncan, 2019 **Delivering Knock Your Socks Off Service** Ron Zemke, Performance Research Associates, 2003 Outlines the skills and techniques of providing superior customer service

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