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Customer Service Delivery in Africa Robert Ebo Hinson, Esi Akyere Mensah, Doreen Anyamesem Odame, 2024-02-26

Customer service management is one of the key pillars of today's business environment. Businesses operating in sub-Saharan Africa and other frontier markets have begun to embrace the concept of customer service management with many incorporating the notion into their mission statements with many forward-thinking companies transitioning from a transactional to a more strategic view of the customer. As customers have evolved and transformed from passive audiences to active players, businesses are moving away from the old industry model that sees value as created from goods and services to a new model where value is created by experiences. Today, businesses and customers create value through customised co-produced offerings. This co-creation of value helps firms highlight the customer's or consumer's point of view and improve the front-end process of identifying customers' needs. Given the increasing recognition of the customer as a co-creator of value perceptions of customer service quality during COVID-19 and afterwards matter to businesses in Africa looking to thrive in a new post-COVID era since customers increasingly face several choices in the bid to access consumer products and services. This book consists of seven chapters beginning with an overview detailing the importance of customer service matters to Africa's development and ending with a discussion of the future directions for enhanced customer service delivery in Africa. Each chapter in this book includes actual customer service and delivery practices from various countries on the African continent including Egypt, Ghana, and South Africa and uncovers the challenges, successes, and potential areas for improvement in delivering quality customer service.

How You Can Profit from Credit Cards Curtis E. Arnold, 2008-06-06

Who would not be interested in getting an interest-free loan for 12 months for any type of purchase just for taking a few minutes to complete a credit card balance transfer offer? Or a free round-trip airline ticket twice a year just for making purchases on a rebate card? Or lowering their insurance premiums by hundreds of dollars a year just by raising their credit score? Obviously, just about every consumer is interested in saving money and getting freebies. Hence, the universal appeal of this book cannot be overstated. Today, the average American household has 12.7 credit cards. Banks maximize their profits by nickel and dimeing and outsmarting their cardholders. That's why credit cards are their most profitable product. Banks spend billions enticing consumers with rebates, freebies, low introductory rate offers, and airline miles. Learn how to take full advantage of these offers without paying for them through brutally high interest rates, fees, and penalties. Arnold offers specific advice targeted to young consumers who are being aggressively targeted by credit card marketers, retirees facing credit discrimination, Americans recovering from bankruptcy or other debt problems, and even consumers with great credit. You'll learn the techniques he has personally used to escape credit card debt, creatively finance his wedding, car, and home purchases, and earn thousands in credit card perks every year.

Keys to Terrific Customer Service (paperback)

Laurence Hatch, 2008-09-14. Keys to Terrific Customer Service is not just a motivational book like hundreds of other customer

service books on the market It is a serious textbook that analyzes all aspects of customer satisfaction trends in modern high tech service delivery and new concepts of measuring customer wants and needs KTTCS is an ideal inspirational resource for any small business owner customer service manager quality assurance specialist service process planner customer relations supervisor or business consultant Over 165 topics are covered in remarkable detail with clear examples and action plans

Applied Marketing Rochelle Grayson,Daniel Padgett,Andrew Loos,2023-10-23 Tomorrow s professionals need a practical customer centric understanding of marketing s role in business and critical thinking skills to help their organizations succeed Applied Marketing 2nd Canadian Edition helps students learn practical modern marketing concepts appropriate for the Principles of Marketing course by applying them to the latest business scenarios of relatable brands This comprehensive yet concise text is co authored by Professors Rochelle Grayson and Daniel Padgett and practitioner Andrew Loos and it blends current academic theory with an agency owner perspective to help students get an insider s look at how top businesses operate With many Canadian specific examples students can relate concepts learned in the classroom to marketing topics and events taking place in their backyard

Personal Finance For Canadians For Dummies Eric Tyson,Tony Martin,2010-12-20 Personal Finance For Canadians For Dummies 5th Edition is a comprehensive roadmap to financial security Expert authors Eric Tyson and Tony Martin offer pointers on eliminating debt and reining in spending along with helpful tips on reducing taxes Learn how to build wealth to ensure a comfortable retirement and tuition for the kids with a primer on investing Using up to date Canadian examples and references Personal Finance For Canadians For Dummies 5th Edition provides you with the tools you need to take control of your financial life in good times and bad

Solve Your Money Troubles Amy Loftsgordon,Cara O'Neill,2023-07-01 Struggling with debt Find solutions here Conquering overwhelming debt starts with understanding your options Solve Your Money Troubles gives you the tools you need to get your finances back on track Learn how to stop debt collector harassment cold negotiate down your debt with creditors reduce your student loan payments and create a healthy financial plan that you can live with Solve Your Money Troubles helps you handle the big issues too Find out how to stop a wage garnishment from leaving you penniless get your car back after a repossession prevent a foreclosure by applying for a loss mitigation program respond to an action if you get sued and decide if it s time to wipe the slate clean by filing for bankruptcy In addition to up to date legal information you ll find practical tools such as sample creditor letters and budgeting worksheets

ABA Banking Journal American Bankers Association,1984 **Consumer News & Reviews** ,1996 **New York Court of Appeals. Records and Briefs.** New York (State)., **Practical Druggist and Pharmaceutical Review of Reviews** ,1909 **Biennial Report - Public Service Commission** Public Service Commission of Wisconsin,1987 **California. Court of Appeal (2nd Appellate District). Records and Briefs** California (State)., Number of Exhibits 9_x005F_x000D_ Received document entitled EXHIBITS TO PETITION FOR WRIT

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