



Booktok Trending Top Customer Service

Debra Stevens



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Child as Citizen Giuliana Fenech, 2025-08-15 Contributions by Daniela Brockdorff Nina Christensen Jill Coste Katrin Dautel Justyna Deszcz Tryhubczak Giuliana Fenech Naomi Hamer Irena Barbara Kalla Anne Klomberg Sonali Kulkarni Elizabeth Leach Leung Ann Marie Murnaghan Emily Murphy Emilie Owens Nicola Parker Patrycja Poniatowska Meg Rosoff and Farriba Schulz *Child as Citizen Agency and Activism in Children's Literature and Culture* addresses children's and young adult agency and activism across literature and culture demonstrating how these forces influence child citizenship Contributors to this volume highlight the agentic voices and activist practices that are growing across all spheres of young people's lives as well as the challenges to active citizenship that children growing up in unjust sociopolitical contexts face The volume is interdisciplinary and draws on the sociology of childhood children's literature studies youth culture studies media technology and cultural studies and Anthropocene ecofeminist and disability studies Agency occurs in and around literature and storytelling and this collection establishes how it is always influenced by identity as well as geopolitics how it is both subjective and collective how it is cultural and embodied and how like citizenship it is not a static status but rather an ongoing negotiation In this collection contributors invite readers to consider agency as a system of relations between children themselves between children and adults children and institutions and children and nation states as well as between children and the nonhuman This book reviews the interconnectedness between these relationships and attempts to untangle some of the complications that emerge

The Art of Small Business Social Media Peg Fitzpatrick, 2024-11-19 An essential guide for small business owners that Booklist calls appealing and supremely useful in a starred review and Guy Kawasaki points out in the foreword if you're an entrepreneur or small business owner and want to master digital marketing you need this book In *The Art of Small Business Social Media* social media expert Peg Fitzpatrick offers a comprehensive guide tailored specifically for small business owners Recognizing that social media isn't a one size fits all tool Fitzpatrick provides a roadmap for entrepreneurs to navigate the digital landscape effectively Drawing from her extensive experience working with brands big and small she demystifies choosing the right platforms crafting a robust social media plan and engaging with communities online Real world examples from various industries serve as case studies offering actionable insights that can be applied to any small business setting Whether you're a solo entrepreneur or part of a small team *The Art of Small Business Social Media* is your key to unlocking the full potential of social media marketing It's not just about being online it's about being online effectively This book equips you with the skills to participate in the digital world and thrive in it giving your business a competitive edge in today's marketplace

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

The Customer Service Revolution John R. DiJulius, 2015-01-06 In *The Customer Service Revolution* DiJulius points out how numerous

companies have made Customer service their biggest competitive advantage are dominating their industries and have made price irrelevant As a result of this Customer service revolution people are being treated differently better and in a way like never before This is a result of how companies and management are treating their employees and how employees are treating each other and the Customer which ultimately permeates into people s personal lives at home and in their communities Can the way you run your business or treat your Customers have an effect on the world at large John DiJulius will show you just that Drawing on years of experience consulting with the top customer service companies around the world and in his role building his first business John Robert s Spa into one of the top 20 salons in the US DiJulius will show you exactly how to create your very own Customer service revolution and make price irrelevant **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 **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* Sandy Leong,2005-01-01 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 **How to Deliver Excellent Customer Service** Julie Olley,2000 **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 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 **Win the Customer** Flavio Martins,2015-09-02 Learn practical powerful techniques for taking your customer service from fine to fabulous to wow 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 **Fifty-Minute Book** Netg,It,2007-04 **Customer Service King** Joseph Vaudy,2015-09-07 How do we go from average to excellent from being unrecognizable in the crowd to standing out from starting at the bottom to being at the top in our field How do we understand the mechanism required to be everything our employer is calling us to be so we can achieve the status and the benefits of a Customer Service King How do we move from being a deficit as an employee to being the role model the most valuable asset that any employer would ask for This short book will take you through some of the most important steps to becoming everything your company is looking for and more in the customer service arena By applying the information in this book you will become the best you can be while enjoying the prizes and influence that comes with being at the top otherwise known as Customer Service King **52 Tips for Amazing Customer Service** Jodie Hoffman,2015-10-11 For some people providing amazing customer service comes naturally For

others it takes some practice and hard work Whether you are a natural or not everyone can take their customer service to the next level Learning how to give amazing customer service doesn't need to be difficult This book examines top notch customer service and shows you 52 small things that can make a huge difference Tackle one concept per week and improve your customer service without ever feeling overwhelmed Start with one concept and make that your focus for a week The following week focus on another concept all the while incorporating what you learned in the previous weeks Week after week you will learn valuable skills to set your customer service apart from the rest Customers will respond to your professionalism and enthusiasm and you may even find your job gets easier as you get better at it

Terrific Five Star Customer Service Stan Toler, Keith Hawk, 2014-04-15 Terrific is a book that focuses on special people with Down Syndrome in the marketplace It is a unique approach to defining excellence in customer service in a day when there appears to be very little found anywhere For certain it makes no difference about the locale or the type of business quality customer service should be the norm not the exception Keith Hawk and Stan Toler raise the bar on five star customer service by featuring special people who are without doubt the most loving caring people on God's big earth

Total Customer Service William H. Davidow, Bro Uttal, 1989 A renowned marketing genius and one of today's foremost business journalists team up to unveil the new business trends of the 1990s and their prescriptions for business success

If Service Came from the Heart Valinda Hanna-Lazarus, 2007-05 a Disrespectful Discourteous Inefficient a These are just some of the adjectives our customers are using to describe the service they receive from us today With all the resources business owners have available to help improve their customer service delivery we somehow still keep missing the mark How can we stop this trend and dramatically change our businesses If Service Came from the Heart is not just another book about customer service It is a refreshing approach on delivering EXCELLENT service The author takes a look at the heart and attitude of Jesus and uses that to describe how we should truly serve our customers She uses anecdotes and suggests simple steps that can be used to take your businesses to a superior level

Incredible Customer Service David Freemantle, 1994 Now out in paperback Incredible Customer Service aims to tell the reader how to meet the ultimate test of successful customer service This text shows organizations of all types and sizes why and how the customer needs to become a fundamental and integral part of their operation This can be put into practice by following the 14 key steps laid out in the book and guidance is given on how to manage and achieve top rate customer service

Brilliant Customer Service PDF eBook Debra Stevens, 2011-01-24 Keep them coming back for more Brilliant Customer Service is your guide to help you deliver exceptional customer service and keep your customers coming back time and time and again It's for anyone involved in any organisation whether you run your own business manage people or you are a customer facing employee It doesn't matter what your budget is you'll find lots of simple changes you can implement right now to build a highly successful customer service strategy

BRILLIANT OUTCOMES Identify your customers real needs and how best to meet them Build trust and long term loyalty w

Booktok Trending Top Customer Service Book Review: Unveiling the Magic of Language

In a digital era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its power to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "**Booktok Trending Top Customer Service**," written by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we shall delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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