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Karen Leland, Keith Bailey



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Detroit Suburban West-Northwest Area Telephone Directories ,2003 *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

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Customer Rules: The 14 Indispensible, Irrefutable, and Indisputable Qualities of the Greatest Service Companies in the World

C. Britt Beemer, Robert L. Shook, 2008-09-07 Whether you run your own company or work for a large corporation establishing customer loyalty is a prerequisite for business growth In The Customer Rules C Britt Beemer a leading consumer research and marketing consultant and bestselling business author Robert Shook offer practical advice on how to build a robust company culture based on the concept of unsurpassed customer service designed to increase your market share A combination of extensive market research unprecedented in scope as well as close studies of fourteen companies that excel in the area of customer service The Customer Rules distills profitable lessons on how to achieve strong customer loyalty Referencing specific research findings Beemer and Shook examine the obstacles that too often distract a company's focus from its most important task providing preeminent service and creating a unique customer experience The authors then supply fourteen workable solutions to ensure the return of customers time and time again including Instill the importance of customer service in every employee Use a small town approach to meeting customers needs no matter how big your company is Develop a unique identity your customers will seek out Maintain a focus on the customer before during and after the sale Success in retail service manufacturing or any other business always boils down to the customer experience Beemer and Shook use in depth interviews with high level managers from such companies as Chubb NetJets Edward Jones Lexus Johnson Johnson and Four Seasons Hotels to illustrate the best ways for creating exceptional customer service The Customer Rules gives you the tools you'll need to become the undisputed leader in your industry

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Richard F. Gerson, American Veterinary Medical Association, 1994

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