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Alka Maheshwari, Pankaj Gupta



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How to Win Customers Jacques Horovitz,1990-01-01

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 *The Customer Service Revolution* Bryan Horn,2020-02-21 The way we do business has changed Customers are no longer driven by products and services alone They are experience driven customers who seek meaningful and genuine interactions with the companies they do business with Many companies have adapted a too big to fail mindset and have implemented policies that favor themselves instead of the customers who keep them in business Employees are treated as money making machines instead of valued teammates This has to change The Customer Service Revolution is packed full of innovating and inspiring stories and is changing the way companies think about their customers and the employees who make it all happen [Understanding Customer Service](#) Alka

Maheshwari,Pankaj Gupta,2023-05-23 What is customer service What is customer sensitivity How do you feel when a customer vent on you How to handle customer relations How to close loop customer calls There is much more to learn about customer service than just learning soft skills and repeating like parrots or programmed robots Authors share their life experiences about customers and simplify the understanding of customer service through stories This book is going to be an interesting read and would be useful in your professional development if you are working in customer facing roles in any service industry viz Telecommunication Information Technology Travel Tourism and Hospitality etc

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