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Customer Service Guide for Assistors, 1997 *Exceptional Customer Service* Lisa Ford, David McNair, William Perry, 2009-08-18 When the going s tough companies that survive will be those that build the greatest loyalty by exceeding expectations Yet too often companies ignore their customers needs and wants Today industries like airlines retail businesses and restaurants are feeling consumer pushback With new updated examples from more than fifty companies from Chik Fil A restaurants to the Ritz Carlton hotel chain to online retailer Zappos com this book shows managers how to go from so so service to amazing service In today s market customer service is a key competitive advantage This book shows you how to expand your customer base when the industry is shrinking use new media to reach consumers and make a lasting great impression on customers When businesses are fighting to survive creating a great experience for customers isnit just important it s essential **Selling Online** Jim Carroll, Rick Broadhead, 2001 Two Internet experts take readers step by step through the process of setting up an online store marketing goods and services and building a loyal customer base

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Clo Willaerts,2023-06-28 This step by step marketing approach makes it ever so easy to apply content marketing concepts Take your content marketing skills to the next level with this comprehensive handbook Inside you ll find everything you need to know to develop and execute a successful content marketing strategy including identifying your target audience creating compelling content and distributing it effectively Then with case studies and real world examples you ll be equipped to create and distribute content that engages and converts your target audience *Customer Service for Hospitality and Tourism*

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