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The Customer Service Solution: Managing Emotions, Trust, and Control to Win Your Customer's Business Sriram Dasu, Richard B. Chase, 2013-07-17 Understand Consumer Psychology to Drive Profits and Growth. Want to know exactly what's driving your customer's behavior? NOW YOU CAN. The Customer Service Solution explains how consumers perceive services and shows you how to enhance the customer experience every time. In this economic climate, the customer service experience is more critical than ever. Most leading service firms advocate the TLC mantra: Think Like a Customer. That's a good practice, but first you have to understand what your customer is thinking and feeling. Today's business leaders cannot afford to neglect the psychological principles that govern customer satisfaction and long-term loyalty. What are the factors that really determine customer satisfaction? Two of the nation's leading authorities on service psychology, Sriram Dasu and Richard Chase, have written this groundbreaking guide that identifies and demystifies the psychological triggers behind customer behavior. You'll go where customer satisfaction surveys, mystery shoppers and focus groups can't and learn exactly why customers respond and behave the way they do. With findings drawn from behavioral science research, this book provides all the tools you need to evaluate your current service platforms and

design future strategies to enhance customer perceptions positively and drive your sales The Customer Service Solution illustrates why even companies with high levels of satisfaction are missing tremendous opportunities by neglecting the emotional elements that govern consumer interactions This book will show you how to Shape and manage customer perceptions Understand implicit versus explicit outcomes Develop the roles of control and choice among buyers Design emotionally intelligent processes Build trust among customers Whatever your business may be healthcare hospitality financial services e commerce and more this book is an essential tool to help you increase profits by leveraging your company's customer experience **PRAISE FOR THE CUSTOMER SERVICE SOLUTION** Harnessing the power of emotions will help to drive an exceptional customer experience creating customers for life to help your business thrive Finally a guide to help us better understand how to do this James Merlino MD Chief Experience Officer Cleveland Clinic Required reading for anyone designing a service encounter James Heskett Professor Emeritus Harvard Business School coauthor of The Service Profit Chain and Service Future I have always known that our customers shop with us because they want to not because they have to How to make them want to is the secret that this great book unlocks Kevin Davis President and CEO Bristol Farms Dasu and Chase share easy to understand ideas and guidance to operations managers who typically do not think about the psychology of customers in designing their services Mary Jo Bitner PhD Professor and Executive Director Center for Services Leadership W P Carey School Arizona State University Dasu and Chase provide an excellent set of ideas for delivering emotional customer service experiences through systems and operations Rodolfo Medina Vice President Marketing Commercial Rock in Rio This book provides valuable insights to managing and molding the customer's emotional journey leading to ultimate satisfaction and sustainable loyalty Ali V Kasikci Regional Managing Director Orient Express *Network World* ,2000-05-08 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **301 Great Customer Service Ideas from America's Most Innovative Small Companies** Nancy Artz,1997 The third in Inc magazines bestselling series of hands on ideas to help businesses excel **LiveMus!c** ,1999 **Bottled Water Reporter** ,2007 **Billboard** ,2002-01-26 In its 114th year Billboard remains the world's premier weekly music publication and a diverse digital events brand content and data licensing platform Billboard publishes the most trusted charts and offers unrivaled reporting about the latest music video gaming media digital and mobile entertainment issues and trends **Navigating the Whitewater Rapids of Entrepreneurial Success** Bret Golann,2016-10-24 This book provides entrepreneurs with a clear specific road map to successful business and growth management explaining the vital details of techniques for executing changes in day to day business operations to handle rapid business growth For many entrepreneurs the transition from start

up to rapid growth is the most difficult and risky time for them and their companies Failure to manage business growth occurs not because entrepreneurs choose the wrong growth strategy it s because leaders and employees fail to execute the right internal strategies to scale up business operations to handle market success This book explains how to overcome the two fundamental challenges facing successful entrepreneurs as their businesses grow how to develop the efficiency reliability and cost control of a successful company given the common constraints of too little time and too few resources such as money and people and how to achieve these essential attributes of business performance without losing the entrepreneurial creativity and spirit that made them successful in the first place Readers will learn why so many smart entrepreneurs fail in managing business success and growth as well as how to change day to day leadership approaches and techniques in moving from fledgling start up to the rapid growth stage that involves many more expectations from employees customers and investors The book serves as a how to guide for leading growth that demonstrates how to execute internal growth strategies to develop the needed flexible systems performance measures management techniques and rewards and risk management strategies

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