

Customer service performance review

Customer service employee					
Reviewer					
Reviewer's position					
Date of review					
Characteristics	1	2	3	4	5
Employee is a good listener	☐	☐	☐	☐	☐
Employee has excellent problem solving skills	☐	☐	☐	☐	☐
Employee receives positive feedback from customers	☐	☐	☐	☐	☐
Employee shows expertise knowledge of the product	☐	☐	☐	☐	☐
Employee can handle difficult clients	☐	☐	☐	☐	☐
Employee has patience and isn't easily rattled	☐	☐	☐	☐	☐
Employee understands customer needs	☐	☐	☐	☐	☐
Employee takes initiative	☐	☐	☐	☐	☐
Employee addresses customer's needs without delay	☐	☐	☐	☐	☐
Employee treats customers with respect	☐	☐	☐	☐	☐
Reviewer's comments					

Bookstagram Picks Review Customer Service

Annelies Wilder-Smith



Bookstagram Picks Review Customer Service:

The Best Service is No Service Bill Price, David Jaffé, 2011-09-14 In this groundbreaking book Bill Price and David Jaffé 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

Satisfaction Guaranteed Byrd Baggett, 2005-04 Excellence in customer service results in long term success says Byrd Baggett If you've lost customers lately or are unsure whether customers are happy with your company it's time to review your customer service record This book is a digest of everything that Baggett has learned about meeting customers needs successfully An enterprise that puts customers first will succeed expand whereas one that focuses only on the bottom line will have to drum up new business constantly That is why it's important to remember that any business is only one bad experience away from losing a customer that if you promise the moon you'd better deliver that the phone should be answered by the third ring that the customer is always right

The 7 Concepts of Customer Service Joshua Kangley, 2018-07-15 What if your company saw a raise in the standards of customer service Would your business receive better online reviews What if your company received more business from satisfied repeat customers and word of mouth Would this be a benefit and add to your bottom line The 7 Concepts of Customer Service is a practical guide and step by step resource that will help your company and your team foster an environment that is focused on delivering excellent customer service In this short and easy to follow book you discover the Concepts by Joshua Kangley that he has used to help him receive better reviews personal recognition from CEO's like Christopher Nassetta from Hilton and move himself up the corporate ladder and create successful businesses Learn what customers really want and what you and your team can do to achieve success in delivering the best possible customer service and keep them coming back from more So are you ready to get a leg up on your competition and be known for the best customer service and experience Pick up this book and get ready to learn what it takes

Pay Attention! Ann Thomas, Jill Applegate, 2010-05-24 Make customer feedback work for your business Customers are speaking loud and clear through a myriad of mediums Evidence shows that customers will no longer stand for the hurried and complacent service that has become the norm They are looking for a positive memorable experience Organizations that provide that level of service will earn their loyalty Customers base their decisions on nothing more than a positive or negative review of your product and or service Pay Attention paves the way Your company wins when you Understand Customer Expectations Embrace and implement The RATER Factors Define who you are and what you offer Become E T D B W Easy To

Do Business With Connect with your audience in all mediums React appropriately and respond immediately to customer feedback Recover sincerely when things go wrong All you need is to Pay Attention **Customer Service is Dead** Mitche Graf,2021 Mitche Graf an Author serial Entrepreneur expert in customer services draws on his 35 years of Experience Building Best in class Customer care departments and enhancing communications in Businesses of all sizes bring you his innovative 6 Star Service Manifesto that will revolutionize the way you look at customer service give you cutting edge methods for rethinking your Company s Employee Training and Customer service policies in order to increase Customer Satisfaction put the customer experience front and Centre and speed up business growth 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 **The Best Customer Service Quotes Ever Said** John R. DiJulius III,2016-07-12 Become a Customer Service Revolutionary John R DiJulius III has raised the bar for what it means to deliver world class customer service Now with this indispensable book you can too DiJulius has combined the most inspiring quotes on how to best connect with customers and employees with a user friendly journal to create the ultimate customer service handbook The Best Customer Service Quotes Ever Said uses the powerful and motivational words from world renowned experts to inspire greatness and revolutionize how you interact with customers This book is the perfect guide to taking customer interactions to the next level and it provides expert wisdom to bring the customer service revolution to you *The Customer Servant* Tasha Burress,2018-10-25 Have we lost our sense of what true customer service is today It is much more than being open for business every day and selling products or services True customer service is how we influence the world around us Let s get back to the basics and treating people in a way that will cause you to be blessed The Customer Servant **How to Win Customers** Jacques Horovitz,1990-01-01 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 **Quality Customer Service** William B. Martin,2009 Five Star Service Pearson Pearson Education,2015 Create magic moments that get you noticed remembered and referred Providing excellent customer service is the surest way to greater success for

your organisation and a more successful career for you And it s not half as difficult or time consuming to achieve as you might think

Customer Disservice Untold Stories of Customer Service Representatives Who Clearly Don't Give a Damn Andrea Taylor,2020-05-13 Want to learn how to transform customer service in your business Learn from a professional how you can motivate and lead a team to drive customer satisfaction and loyalty This book is dedicated to customer service representatives around the world Some of you care and some of you clearly do not give a damn If you are the latter may the shining individual who showed up during the interview make a grand return because you are now unrecognizable

Creating a Customer Service Mindset Jaquie Scammell,2018

Overcoming the Customer Service Syndrome Galen R Collins,2020-03-26

Customer Service Yuusuf Adetona,2023-05-17 As a business owner you re probably aware that customer service is essential but do you really know just how critical it is to your business If you re not sure then it s time to sit down relax and grab your favorite snack because this book is going to teach you everything you need to know Good customer service can make all the difference in building a loyal customer base and increasing revenue When your customers feel valued and appreciated they re more likely to keep returning to your business and telling others about it On the other hand poor customer service can quickly lead to negative reviews lost customers and a damaged reputation But it s not just about keeping your current customers happy Providing exceptional customer service can also help you stand out and attract new customers People with a positive experience with your business are more likely to choose you over your competitors Conversely bad customer service can have serious consequences for your business Negative reviews can spread like wildfire online before you know it potential customers are avoiding your business altogether So if you want to learn how to provide excellent customer service and avoid the pitfalls of bad customer service this book is for you It s time to take your business to the next level by mastering the art of customer service

Who's Your Gladys? Marilyn Suttle,Lori Jo Vest,2013-04-13 Every customer oriented business has its own Gladys someone who demands more than most companies are able or willing to give one who pushes front line service representatives buttons one who requires a higher degree of skill to manage One who let s just say it can be difficult Yet how is it that some businesses prove able not only to satisfy their Gladys but turn her into one of their most loyal utterly pleased customers Filled with inspiring real life case studies Who s Your Gladys reveals how large and small companies from a variety of industries avoid creating difficult customers in the first place

EDITORIAL REVIEWS From Publishers Weekly When times are tough argue entrepreneur Suttle and manager Vest it s the companies with exceptional customer service that survive The eponymous Gladys represents the company s hypothetical most challenging client the one who requires a high level of skill to manage Using the stories of 10 diverse companies the Canfield Training Group of Chicken Soup for the Soul fame Singapore Airlines a polyethylene piping product supplier a spa an eyeglass distributor and a medical center among them the authors show companies how to win over Gladys develop strong client relationships and deliver the superior service that will help them through an economic crisis It s the substantive down

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