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The Main Character Jaclyn Goldis, 2025-04-15 Rollicking good fun *The Wall Street Journal* A bestselling thriller author arranges a luxury train trip that is not what it appears to be in this electrifying modern homage to Agatha Christie that is filled with rich complex characters taut prose and twists and turns that keep those pages turning as the plot thickens Lisa Barr *New York Times* bestselling author *Reclusive* author Ginevra Ex is famous for her unusual approach to crafting her bestselling thrillers she hires real people and conducts intensive interviews then fictionalizes them Her latest main character Rory is thrilled when Ginevra presents her with an extravagant bonus a lavish trip along Italy s Mediterranean coast on the famed newly renovated Orient Express But when Rory boards the train she s stunned to discover that her brother her best friend and even her ex fianc are passengers as well All invited by Ginevra all hiding secrets With each stop from Cinque Terre to Rome to Positano it becomes increasingly clear that Ginevra has masterminded the ultimate real life twisty plot with Rory as her main character And as Ginevra s deceptions mount and the lies and machinations of Rory s travel companions pile up Rory begins to fear that her trip will culminate like one of Ginevra s books with a murder or two In the opulent compartments of the iconic train Rory must untangle the shocking reasons why Ginevra wanted them all aboard and to what deadly end The perfect read for fans of Ruth Ware Lucy Foley and Paula Hawkins *The Main Character* mixes the family drama of *Knives Out* with the locked room atmosphere of *Murder on the Orient Express* and the resulting cocktail is like an Aperol spritz on a hot summer s day perfect Katy Hays *New York Times* bestselling author

The Best Service Is No Service Bill Price and David Jaffe, 2008 **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 *Recipe for Service* Tony Johnson, 2015-01-24 Tony Johnson wants you to deliver the BEST POSSIBLE CUSTOMER SERVICE This book is the framework to help you CONSISTENTLY delight your Customers and Clients Each chapter is designed to deliver meaningful Customer service lessons that can be put into action QUICKLY for the good of your Customer and your business A unique blend of best practices common sense strategies and real life examples this book will help you lead and inspire your team Included in this book are NUGGETS that will BENEFIT YOU such as The Secret to Being Visible Available and Absolutely Engaged in Your Day to Day Business The Fundamentals of Great Service and How to Inspire Your Team to Deliver Consistently and With Panache The Formula for Hiring and Training the Best Possible Team to Delight Your Customers How to See Innovation in the Everyday and Transform Your Organization into a POWERFUL and CUSTOMER CENTRIC Machine How to Keep Service Relevant TODAY and FAR into the FUTURE through Training Development and Leadership *Customer Service King* Joseph Vaudy, 2015-09-07 How do we go from average to excellent from being unrecognizable in the crowd to standing out from starting at the bottom to being at the top in our field How do we understand the mechanism required to be everything our employer is calling us to be so we can achieve the status and the benefits of a Customer Service King How do we move from being a deficit as an employee to being the role model the most valuable asset that any employer would ask for This short book will take you through some of the most important steps to becoming everything your company is looking for and more in the customer service arena By applying the information in this book you will become the best you can be while enjoying the prizes and influence that comes with being at the top otherwise known as Customer Service King 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 *Anna N. Taylor's 7 Tips on Getting the Best Customer Service Experience* Anna N

Taylor,2013-03-01 Customer Service can be a pain in the butt if you know what I mean It is provided from the State of Washington to the State of Florida from the Southern part of California to the upper part of the Northern parts of the United States of America I deal with it you deal with it your neighbor deals with it every one of us has provided a type or style of customer service sometime within our work history No matter where we are there ought to be Satisfied Customer Service that is stellar regardless of what company organization or agency we are dealing with at any given time Learn something new If applied right this book can help single people couples men women The Best Service is No Service Bill Price,David

Jaffe,2008-03-21 In this groundbreaking book Bill Price and David Jaffe 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 **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 Customer Service For Dummies Karen Leland,Keith Bailey,2011-03-03 Customer

Service For Dummies Third Edition integrates the unbeatable information from Customer Service For Dummies and Online Customer Service For Dummies to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent **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

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 to earth advice that sets this book apart from its competitors as well as the helpful chapter end sections which contain practical points and thought provoking questions and answers The whole is an extremely well organized and easy to use guide illuminated by the authors obvious passion for customer service It s the substantive down to earth advice that sets this book apart from its competitors as well as the helpful chapter end sections which contain practical points and thought provoking questions and answers The whole is an extremely well organized and easy to use guide illuminated by the authors obvious passion for customer service

Publishers Weekly From Corp Magazine Detroit MI This is a fast paced and readable book on customer relationship building The authors are effective communicators on the subject and the real life stories make for a solid book on the topic Corp Magazine From Accounting Today Who s Your Gladys offers plenty of useful advice on turning the people who pay your bills into your biggest fans Accounting Today Selected by Customer Service Newsletter as one of the best customer service books of 2009 Who s Your Gladys offers not only a detailed look at how customer service works at several successful companies it provides a

convenient blueprint for how to examine and benchmark your own customer service operations **Fifty-Minute Book**
Netg,lt,2007-04 How to Deliver Excellent Customer Service Julie Olley,2000 *Achieving Excellence Through*
Customer Service John Tschohl,2023-04-15 Achieving Excellence Through Customer Service is now in its 15th Edition with
updates through 2023 This book is often considered the bible of customer service It will help you understand the power of
excellent customer service and identify an implementation plan This book gives you detailed step by step knowledge to
establish a customer service strategy that will work for you and your organization In 1979 long before customer service came
into vogue I designed a customer service training program that organizations could use to change the attitudes and behavior
of employees This was my ninth year in the consulting and training business I saw organizations spend millions on
advertising trying to attract customers But then they used baseball bats figuratively to drive them away This was bizarre
behavior I felt If these organizations would just The Feelings learning system I developed in 1979 has been used by millions
of people throughout the world It is cost effective and user friendly written to be understood by the employee participants
not just management and trainers It has been updated many times With COVID throughout the world most organizations
gave up on customer service across the world It is worse today than in 1979 This book is written for managers senior and
middle managers who influence the customer service of a company by deciding what employees who deal directly with
customers on the phone the Internet or in person will deliver an awesome customer experience They tell employees what is
expected of them in terms of customer service and they evaluate and report to them their service performance Service
leaders and champions of service can use this book to drive a service strategy Entrepreneurs who want to grow their
businesses through a service culture will find these ideas valuable **52 Tips for Amazing Customer Service** Jodie
Hoffman,2015-10-11 For some people providing amazing customer service comes naturally For others it takes some practice
and hard work Whether you are a natural or not everyone can take their customer service to the next level Learning how to
give amazing customer service doesn t need to be difficult This book examines top notch customer service and shows you 52
small things that can make a huge difference Tackle one concept per week and improve your customer service without ever
feeling overwhelmed Start with one concept and make that your focus for a week The following week focus on another
concept all the while incorporating what you learned in the previous weeks Week after week you will learn valuable skills to
set your customer service apart from the rest Customers will respond to your professionalism and enthusiasm and you may
even find your job gets easier as you get better at it **Terrific Five Star Customer Service** Stan Toler,Keith
Hawk,2014-04-15 Terrific is a book that focuses on special people with Down Syndrome in the marketplace It is a unique
approach to defining excellence in customer service in a day when there appears to be very little found anywhere For certain
it makes no difference about the locale or the type of business quality customer service should be the norm not the exception
Keith Hawk and Stan Toler raise the bar on five star customer service by featuring special people who are without doubt the

most loving caring people on God's big earth **Customer Service Superstars** Cary Jon Cavitt, 2017-01-18 Customer service expert Cary Cavitt looks at what he considers to be the six most important attitudes that will influence every aspect of our lives. By understanding and improving on these highly regarded traits, our service as well as our own personal life will begin to change for the better. In the end, we will discover that our relationships both on and off the job are determined by the attitudes that we project to others.

The Customer Communication Formula Charlotte Purvis, 2020-12-11 A Tried True and Tested Formula to Increase Customer Satisfaction and Boost Your Brand. One conversation with a client changed everything for the author Charlotte Purvis. We do not want the people answering the phones to sound like they are just sitting around at home talking to their family and friends. That statement was the catalyst for Charlotte Purvis to develop the 3 F Customer Communication Formula: Friendly, Formal, Focused. Customer Service Success. This Formula helped her clients create an environment where Customer Service Professionals (CSPs) spoke in a manner that customers would know they were contacting a Best in Class Contact Center instead of someone sitting at home chatting on the phone with their family and friends. That conversation with the client was over 20 years ago, and since then Charlotte Purvis has coached and trained hundreds of Customer Service Professionals using her 3 F Customer Service Formula. As a result, literally millions of customers have benefited from the service they've received based on this formula. Customer Service Professionals include advisors, agents, consultants, assistants, specialists, representatives, coordinators, sales enrollment specialists, and basically anyone who communicates with customers. In a world that is becoming increasingly more competitive, when anyone can start a business with a website and a product idea, and when more customers are buying online than ever before, outstanding customer service will set you apart from your competition. There is no question that investing in improving your customer service will pay dividends in the long term. This book is for Customer Service Professionals, Corporate Leaders, Small Business Owners, Faith Community Leaders, Managers, Supervisors, Trainers, Coaches, Subject Matter Experts, Government Agencies, Non-profit Organizations, and anyone interested in customer communication and customer service success. Here's some of what you will discover in this book: Three key words that Customer Service Professionals and Leaders need to know and that have been successfully used to assist millions of customers; The Three Phases of Customer Interactions: Connection, Conversation, and Closure; and how to apply the 3 F Formula to each phase; How to speak the language of customer service; manage challenging situations; and offer each customer an excellent experience; 10 Statements Every Organization Needs in order to develop a custom approach to Customer Service; How to provide Extreme Customer Service especially during a global crisis; Success Stories about how the 3 F Customer Communication Formula has helped clients reach and exceed their customer service goals; The Charlotte Purvis Story about how she took lessons learned in her beloved Tuscaloosa, Alabama, and from her years of client engagements to develop a formula that not only benefits customers but also helps her clients advance in their personal and professional lives; And More. This book is really two books in one. Part 1 is for Customer Service

Professionals CSPs and part 2 is for Customer Service Leaders Lots of CSPs move on to roles of additional leadership and this book prepares them for that next level If you re ready to start looking at the world through the eyes of your customers and take your business to the next level by delivering the best in class customer service then click the BUY NOW button and let s take this journey together

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