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How to Win Customers Jacques Horowitz, 1990-01-01 *Listen Up, Sales and Customer Service* CornerStone Leadership Institute, David Cottrell, Mark C. Layton, 2002-04

Seven Recipes for Success in Business Frank D. Briggs, 2010-03-12 Improving profits and improving your commissions can be easier than you think Success in business rests with customer service In *Seven Recipes for Success in Business* author Frank D Briggs provides seven steps to help build your success and your company's success Filled with personal examples and stories from almost forty years in business Briggs demonstrates the importance of the customer and of providing quality customer service with seven simple concepts He shows that because the customer Has a need you have a job to do Has a choice you must be the better choice Has sensibilities you must be considerate Has urgency you must be quick Is unique you must be flexible Has high expectations you must excel Has influence you have the hope of more customers *Seven Recipes for Success in Business* details the importance of thinking of the customer first each and every time and treating the customer the way you would like to be treated By following these simple concepts success will flourish all because of the customer

How to Turn Customer Service Into Customer Sales Bernard Katz, 1987

Customer Service For The New Millennium Robert B. Tucker, 2002

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

Complete Book of Ready-to-use Customer Service Scripts Michael Ramundo,1997 With more than 400 detailed scripts and scenarios along with practical specific advice about pacing tone word choice and possible responses this handbook is designed to improve customer service departments and create better happier customers

Customer Service Is More Than a Department Thomas P. Reilly,2003-08 If you serve people at any level of a company this book is for you There is a greater awareness today for the importance of providing good customer service and fundamental to our serving others is a belief that we must treat each other with respect

Invisible Profits Robert Moment,2007-09 Who will benefit from this customer service book Invisible Profits The Power of Exceptional Customer Service Everyone who has any interaction with potential customers and clients and existing customers and clients will benefit from this valuable customer service book In this complete guide to exceptional customer service you will learn a How to know exactly what your customer expects and how to give it to them every time b How exceptional customer service generates exceptional profits and how to train this concept to your customer service team c How to create a positive work environment that benefits customers and employees and generates profits d How to manage stressful situations more effectively you'll even learn how to deal with difficult coworkers e How to recognize customers signs and behaviors so that you can meet their needs before they even know what they are f Key tactics that will instantly calm emotional customers so you can solve their problems productively Customers leave happy and become lifelong loyal purchasers Here are just some employment positions within corporations and small businesses that will benefit from this book customer service representatives billing specialists call centers service professionals service professional firms retail stores field service representatives account managers sales professionals small business owners technical and support personnel and managers who want customer service training in order to reinforce their skills and train their staff

Shift Happens Stephanie Wood,2004 Are You Ready to Bridge the Gap intricacies of delivering awesome customer service The book identifies four important conceptual shifts that managers must make to enhance the organization's customer service culture employees first need to be served by well trained knowledgeable and valued staff of superior internal customer relations a renewed focus on effective management practices to support their desire to excel entire organization as a continuous strategic planning process and not an event that happens at the point of sale

Customer Service the Sandler Way Anne MacKeigan,2015-06-30

The Magic of Customer Service Mike Toy,2020-08-29 Simple Ways to Attract and Keep Customers What would your business or company be like if people were loyal to you and your brand Have you dreamed of

winning the hearts of customers but you feared you lacked The Magic of Customer Service The truth about exceptional customer service is not as elusive as you think Inside You ll Discover How To Win over new customers through going the extra mile Make yourself the no brainer option Engage with customers to create loyalty Be perceived as the expert so customers will come to you first Deal with customer complaints in a win win fashion Inspire your people to raise the bar on customer experience And much much more Praise for The Magic of Customer Service Mike Toy helps leaders understand the connection between culture and brand and employee experience and customer experience In every instance it s about people and Mike gives practical and easily implemented suggestions to win the hearts of employees and customers Dee Ann Turner former Chick fil A Vice President and author of Bet on Talent Doing something and doing it right are two different things In Mike Toy s book The Magic of Customer Service you will learn this important lesson Doing things right is a choice You can decide to be average good or great The path to greatness is to understand everything matters You have to know more if you want to be more and do more Learn from Mike and create a mindset of excellence in all areas of your life You will be glad you did Lee Cockerell Executive Vice President Retired and Inspired Walt Disney World R Resort and Best Selling Author Mike Toy s real world observations and fascinating perspective will help you and your people grow Shep Hyken New York Times bestselling author of The Cult of the Customer Mike Toy keeps customers and culture at the top of your mind Apply what you learn for an exceptional ride to the top Ron Kaufman New York Times Bestseller Author of Uplifting Service Mike Toy s sharp observations about root problems along with actionable solutions make this a one two knockout Jonah Berger New York Times bestselling author of Contagious Mike Toy gives you the motivational tools you need to boost and strengthen all those around you Brian Tracy Author Speaker Consultant Want amazing Count on Mike Toy to help your people develop the attitude and mindset of winners Marshall Goldsmith the New York Times 1 bestselling author of Trigger Mojo and What Got You Here Won t Get You There Refreshing and inspiring Mike Toy has done it again Joe Hart President CEO of Dale Carnegie If you are looking for the definitive roadmap to create and grow your organization the kind that will differentiate you from the competition look no further What are you waiting for Joseph Michelli New York Times 1 bestselling of author of books like The Airbnb Way Driven to Delight The New Gold Standard and The Starbucks Experience Mike takes a comprehensive look at the proven records of great business and institutional leaders and breaks down crucial components to their success In the case of Chick fil A he effectively identifies the link between leadership s focus on purpose and how it ultimately impacts the guests experience Steve Robinson former Executive Vice President and Chief Marketing Officer of Chick fil A and author of Covert Cows and Chick fil A [Front-Line Customer Service](#) Clay Carr,1990-03-23 Provides valuable advice for small to medium sized businesses on how to turn unhappy buyers into dedicated customers Based on eleven tactical principles e g you don t sell products or services or even benefits you sell value it shows how managers of these businesses can to turn their greatest asset contact with the customer to their best advantage Discusses the basics of customer psychology and

explains in detail what value means to a customer gives specific advice on what front line people have to do to enhance their businesses value how to train them and how to keep them doing it Goes on to give step by step advice on the process of dealing with unhappy customers by solving their problems and changing their expectations Numerous examples and case studies included throughout

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