

**GREAT
CUSTOMER
SERVICE**

Great Customer Service

Bernard Smalls



Great Customer Service:

The Complete Idiot's Guide to Great Customer Service Ron Karr, 2003-01-13 You're no idiot of course. You skillfully manage your kids' temper tantrums diplomatically, handle office politics and even pleasantly deal with your friends bickering. But when it comes to handling customer service, you feel utterly lost. It's time to make great customer service an indispensable part of your daily operation. The Complete Idiot's Guide to Great Customer Service teaches you how to create the Service Difference: service that genuinely pleases your customers and sets your organization apart from the pack. **Our Great Customer Service in Our Great United States** Faye Mcghee, 2013-07-22 As I have said so many times in my life, Knowledge is power, and when you know what is going to happen and you come to expect it, you can deal with it a lot better. We cannot let the terrible customer service we get define us, though I have found that when customers are rude, mean, or demanding, it is because they have allowed the customer service representatives to make them that way. Control your own life and do not allow the customer service representative to do it for you. I feel that if I have a lot of stress in my life and I can deal with the craziness of our terrible customer service representatives without going postal, so can everyone else. As I said before, control your own life. When the guy at the cash register stares blankly at you and asks you for your discount card and you just handed it to him, just smile and point to it. You are on your way home at this point anyway. **TAKE G.R.E.A.T. C.A.R.E! The Ultimate Guide to Great Customer Service!** Gerard Assey, 2023-04-13 No business today can afford to ignore two very important people: 2C's: Your Customer and Your Competitor. The person in front of you is your Customer, and if this person is not treated well, then the person behind you, Your Competitor, is waiting to grab him as he drops from your list. Therefore, knowing how to win and retain customers is the single most important business skill that anyone can learn. The business world makes way for the person who brings in the business and the money, and that's the person who wins and keeps customers. In today's service-oriented economy, excellent service is more than a competitive weapon; it's a survival skill, but distressingly, only a few organizations are really delighting their customers. Rest assured that if you don't provide this excellent service, someone else would. **TAKE GREAT CARE: The Ultimate Guide to Great Customer Service** will help you do just that. It will help create a memorable experience for every customer by exceeding expectations and going beyond satisfying their needs, making it easy to do business, thereby making everybody win. The Customer, your Company, and the Employees: KEY Contents in the Book: 1 The Importance and Benefits of Providing Great Customer Service 2 How Customers are lost 3 How valuable are Customers and what do they really want 4 YOU are the KEY Attributes of a Customer Service Professional 5 Conducting and Presenting Yourself as a Customer Service Professional 6 Steps to a Professional Customer Service Call 7 Professional Telephone Skills 8 Handling Complaints and Irrate Customers 9 Steps to Improving your Service Setting Standards 10 Learning to Manage Stress for continued Success 11 A Final Word 12 About the Author **Creating Great Customer Service** Herbert M. Sancianco, 2017-10-02 This book is a great and practical guide in developing a

company's customer service program from scratch. In some cases there may be a need to improve on an existing one that is deficient in many ways. It will help a company large or small to determine how their customer service program should be developed to keep customers happy and satisfied.

Best Practices in Customer Service John A. Woods, 1999 *Great Customer Service on the Telephone* Kristin Anderson, 1992-11-26 A thorough quick reading guide that shows anyone who uses the phone how to treat it as a service tool that directly impacts on company profits. First impressions are often lasting impressions. How customers are treated on the phone can quickly turn them into either an ex customer or a customer for life. In this book you will be able to double your effectiveness when you learn how to handle irate customers end those endless calls take meaningful messages handle conference calls and transfer calls screen calls and ask focused questions use the phone during emergencies improve your voice effectiveness. With worksheets checklists and fill in forms *Great Customer Service on the Telephone* will inspire fabulous phone service.

Beyond Good, Beyond Great, To "Legendary" Customer Service Lee Tomlinson, 2013-07-03 A customer service fanatic reveals what his successful battle with cancer taught him about YOUR customer service and how you can become a customer service legend.

Two Factor Theory of Customer Service DAVID L. ELWOOD, 2013-12-18 In the *Two Factor Theory of Customer Service* author David L Elwood nudges the entire field of customer service toward becoming a professional discipline. Customer service is not a casual do it if you think of it aspect of business customer service is a real business product that stands beside the primary product of every business enterprise it is inescapable and it is inextricably tied to profits. Elwood uses easy to follow ideas that open the door to fresh persuasive perceptions of the fundamental dimensions of customer service events accessible emotional temporal informational solutional aptitudinal and relational. The essence of Elwood's message is that the more clearly and deeply one understands customer service events the more effective he or she will become at delivering customer service straight to the customer. And as powerful empirical research findings have shown delivery of Superior Customer Service goes hand in hand with superior profits. The *Two Factor Theory of Customer Service* will delight everyone looking for a systematic approach to understanding and classifying the seemingly unending differences found in published examples of Superior Customer Service and it will brighten the pathway for each provider seeking to increase profits. Without question you ARE in the customer service business the only question is whether you are doing it well. Want a quick read at the airport terminal that'll entertain more than transform *Two Factor Theory of Customer Service* isn't it. Elwood skips the clichés while delivering a perfect balance of theory and immediate application that will change how you see your customers and more importantly how your customers will see you again and again and again.

Jay Martinson Ph D Chair Communications Department Olivet Nazarene University

Customer Service Best Practices Ron Zemke, 1998 *The Ten Principles Behind Great Customer Experiences* Matt Watkinson, 2013-02-14 Learn how to create a competitive advantage for your business by offering a customer experience that's second to none. By following a simple ten principles format this book will show you how to

constantly improve and build your business The combination of psychological theory real world case studies worked examples and template documents provides the what why and how necessary to make good ideas stick and get them into practical usage so you can enhance your customers experiences and keep them returning again and again Featuring lessons from a host of winning companies such as Facebook Lush Cosmetics G puddings and John Lewis the book is littered with uncomplicated ideas which are simple to implement and accessible to anyone Top Answers to 121 Job Interview Questions (eBook) Joe C. McDermott,2006 Experienced interviewers provide winning answers to the most frequently asked job interview questions cover **Great Customer Service on the Telephone** Kristin Anderson,1992-11-26 A thorough quick reading guide that shows anyone who uses the phone how to treat it as a service tool that directly impacts on company profits First impressions are often lasting impressions How customers are treated on the phone can quickly turn them into either an ex customer or a customer for life In this book you will be able to double your effectiveness when you learn how to handle irate customers end those endless calls take meaningful messages handle conference calls and transfer calls screen calls and ask focused questions use the phone during emergencies improve your voice effectiveness With worksheets checklists and fill in forms Great Customer Service on the Telephone will inspire fabulous phone service *Customer Service* Kelly Montague,2016-06-16 Have you ever wondered what keeps customers loyalty on a certain product or service One of the most considerable facts is keeping the people aspect of the business alive Treating customers as individuals and not just representation of financial returns can give you the competitive edge Having a good customer service is therefore vital for any businesses to sustain its operations If you are in the service industry a good customer service can be your bread and butter By having good customer service you can generate more profit as it will promote company loyalty *Building Great Customer Experiences* Colin Shaw,John Ivens,2002-09-13 This book is about building and delivering great customer experiences Many companies neglect this but the physical execution and emotional impact of customer experiences companies and brands may ultimately determine customer satisfaction and loyalty and commercial success With the use of compelling examples and cases the authors show that this is key for all companies and organisations **Expanding CustomerService as a Profit Center** Rob Reider,2012-07-20 Striving for excellence in customer service is to gain the competitive advantage It is the keystone for the business to grow and prosper in the right direction so that it builds through repetitive sales to existing customers and referrals to potential customers If you were to look at customer service in your organization as a major business component and all customers are treated with excellence prior to the sale during the sale and after the sale customer service will become a profit center that builds sales dollars to the top line and real profits to the bottom line This book can help you and any organization manager achieve customer service excellence with its basic principle of doing the right thing at the right time for the right customers It can also assist in building organizations with strong customer bases and sales loyalty The author smartly gives you real practical how tos in providing excellent customer

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Reider, 2014-11-28 The Search for Best Practices will help you do the right thing and in the right way in spite of organizational roadblocks It gives a real how to look to assist management and operations personnel to analyze their operations in a program of continuous improvements and on going search for best practices so that each entity operates most economically efficiently and effectively tied into why the entity is in existence in the first place Best practice techniques assist the company in identifying its critical problem areas and treating the cause and not the symptom With sensible business principles as the hallmark for the company's quest for best practices the company can be clear as to the direction of movement and avoid merely improving poor practices or matching competitors less than desirable practices that is being less inefficient than competitors Clear business principles that make sense to all levels of the organization allow the company to identify and develop the proper best practices In this manner everyone in the organization is moving in the same desired direction and singing from the same songbook The viruses that corrupt a business organization can be widespread and quite contagious Nouveau quick fixes may be okay in the short term but over the long haul the company needs to know what they are doing If the company doesn't some other company will **How To Improve Customer Service** Camille

Caloca, 2021-08-05 Customer service is the support you offer your customers both before and after they buy and use your products or services that helps them have an easy and enjoyable experience with you Customer support is more than just providing answers it's an important part of the promise your brand makes to its customers One customer buys based on price another buys based on value Only one of them will be loyal Creating an exceptional customer experience is about culture it is not about a department Customer service has never been more important and the expectations are never more profound When the customer experience is what drives processes and procedures and sets the values and standards of delivery by systems and people the organization will thrive This powerful thought provoking resource will help you improve your customer's experience and yours **The Gospel of Customer Service** Bernard Smalls, 2004-12-24 Internationally

acclaimed business experts Dr Ken Blanchard Dottie Walters and Peter J Daniels have all personally endorsed Bernard's flagship book entitled The Gospel of Customer Service The Gospel of Customer Service is a parable based on spiritual principles and the true story of the author's experience in customer service training The creative plot presents an excellent automobile dealership that trains its people in principles of service that Bernard Smalls calls spiritual pragmatism You are sure to enjoy this parable and grow in your attitude towards service You are guaranteed to be inspired engaged entertained

and enlightened that the true key to wealth and greatness is excellent service **Customer Service Delivery in Africa**

Robert Ebo Hinson, Esi Akyere Mensah, Doreen Anyamesem Odame, 2024-02-26 Customer service management is one of the key pillars of today's business environment. Businesses operating in sub-Saharan Africa and other frontier markets have begun to embrace the concept of customer service management with many incorporating the notion into their mission statements with many forward-thinking companies transitioning from a transactional to a more strategic view of the customer. As customers have evolved and transformed from passive audiences to active players, businesses are moving away from the old industry model that sees value as created from goods and services to a new model where value is created by experiences. Today, businesses and customers create value through customised co-produced offerings. This co-creation of value helps firms highlight the customer's or consumer's point of view and improve the front-end process of identifying customers' needs. Given the increasing recognition of the customer as a co-creator of value, perceptions of customer service quality during COVID-19 and afterwards matter to businesses in Africa looking to thrive in a new post-COVID era since customers increasingly face several choices in the bid to access consumer products and services. This book consists of seven chapters beginning with an overview detailing the importance of customer service matters to Africa's development and ending with a discussion of the future directions for enhanced customer service delivery in Africa. Each chapter in this book includes actual customer service and delivery practices from various countries on the African continent including Egypt, Ghana, and South Africa and uncovers the challenges, successes, and potential areas for improvement in delivering quality customer service.

Customer Loyalty S. Robinson, L. Etherington, 2005-11-07 The authors argue that the best strategic approach for a company or organization is to regard customer loyalty as a continuing response to changes in society and that this perspective is often neglected in favour of shorter-term considerations. They present a new approach that builds upon social and economic research to provide practical guidelines.

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