

CS

VS

CX



CUSTOMER SERVICE



CUSTOMER EXPERIENCE

When there is a question, issue or problem

Customer interaction

Throughout the whole customer journey

Transactional

Type of relationship

Experiential

Reactive

Approach used

Proactive

CSAT

KPI

CLV, NPS

CS department

Ownership

Entire company

Promo Code Vs Customer Service

Ying Liu



Promo Code Vs Customer Service:

, Customer Service for Hospitality and Tourism Simon Hudson, Louise Hudson, 2022-03-20 A fully updated new edition of this bestselling text that explains not only the theory behind the importance of customer service but also acts as a guidebook for those wishing to put this theory into practice With 10 new international cases focusing on how some in the hospitality sector have adapted and thrived during the COVID 19 pandemic **Start Your Own Online Coupon or Daily Deal Business** Rich Mintzer, / Entrepreneur magazine, 2013-09-17 The online coupon and daily deal industries are booming as people from all socio economic groups are seeking deals and discounts in these trying economic times The experts at Entrepreneur deliver the startup details behind this hot opportunity and show eager entrepreneurs how to cash in on internet savvy savers Unlike old school design your own coupon book titles this book moves straight into computer technology and proceeds to the latest trend in couponing apps which provide deals to mobile users in any location Many daily deal businesses do not work to enhance the experience for their merchants Readers however can learn how to do so Experts in the industry are also included such as Marc Horne co creator of Daily Deal Builder who discusses what it takes to build a daily deal site David Teichner CEO of Yowza who brought deal apps to iPhones and several business owners who have tried their luck at running daily deal They discuss what they have learned from the process Currently there are few if any other books on how to start a daily deal business and the coupon books focus on how to use coupons and even on extreme couponing but not on running an online coupon business This is a unique title which provides those who enjoy offering deals and discounts to get started in an industry that is still growing *Customer Service in Tourism and Hospitality* Simon Hudson, Louise Hudson, 2017-09-30 A fully revised and updated new edition of this bestselling text New material covers issues such as the sharing economy technology Virtual Reality and use of robots and use of big data to personalize experiences and encourage loyalty How to Save Money - Tips & Strategies for Saving Money Vijay Kumar Gupta, 2024-02-07 Welcome to How to Save Money your comprehensive guide to mastering the art of saving and achieving financial stability In today's fast paced world saving money has become more crucial than ever empowering individuals to achieve their financial goals build wealth and secure their future Whether you're looking to create an emergency fund pay off debt or achieve financial independence this ebook is designed to provide you with practical strategies tips and insights to help you save more effectively and take control of your financial future From budgeting and cutting expenses to increasing income and investing wisely you'll learn how to make informed financial decisions cultivate healthy saving habits and achieve lasting financial success Get ready to embark on a journey towards financial freedom and peace of mind Let's start saving **Airline e-Commerce** Michael Hanke, 2016-05-20 From the few tickets that were sold by Alaska Airlines and former British Midland in December 1995 via the industry's first airline booking engine websites global online travel has grown to generate today more than half a trillion dollars in annual revenue This development has brought significant changes to the

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Unveiling the Magic of Words: A Review of "**Promo Code Vs Customer Service**"

In a world defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their ability to kindle emotions, provoke contemplation, and ignite transformative change is actually awe-inspiring. Enter the realm of "**Promo Code Vs Customer Service**," a mesmerizing literary masterpiece penned by way of a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve in to the book is central themes, examine its distinctive writing style, and assess its profound affect the souls of its readers.

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