

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

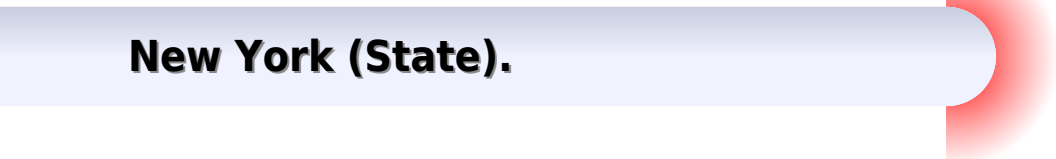
CS department

Ownership

Entire company

Promo Code Vs Customer Service

New York (State).



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

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