



Booktok Trending This Month Customer Service

Elaine K. Harris



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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 *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 **Customer Service for Hospitality and Tourism** Simon Hudson, Louise Hudson, 2017 A fully revised and updated new edition of this bestselling and a unique 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 In essence it is the whys and hows of customer service Fully updated with current statistics trends and examples it is full of references to all the latest research from both academic and practitioner literature Chapters cover important topics such as the financial and behavioural consequences of customer service consumer trends influencing service developing and maintaining a service culture managing service encounters the importance of market research building and maintaining customer relationships providing customer service through the servicescape the impact of technology on customer service the importance of service recovery and promoting customer service internally and externally New material covers issues such as the impact of the sharing economy and how hotels are getting social to compete the latest in technology and its impact on customer service including Virtual Reality and use of robots to enhance the traveller experience new demographic and cultural shifts New market trends including how resorts are catering to the demands of the international traveller from emerging markets and the luxury family market Using big data to personalize experiences and encourage loyalty The text has a full suite of pedagogic features to aid learning and

understanding including An At Your Service Spotlight at the beginning of each chapter focuses on the achievements of successful individuals related to the art of customer service Each chapter contains a Service Snapshot short real life cases to illustrate a particular concept or theoretical principle presented in the chapter Detailed international Case Studies which cover a variety of sectors organizations and regions designed to foster critical thinking the cases illustrate actual business scenarios that stress several concepts found in the chapter They analyze customer service in the U S South America South Africa Europe Russia Australia China Canada Korea and Dubai Trends and Strategies in Customer Service Excellence William Watson,2014 *Customer Service* Elaine K. Harris,2013 The market leader Customer Service A Practical Approach Sixth Edition goes beyond providing reasons why customer service is important to defining proven methods for creating customer service excellence Using a hands on approach it covers a wide range of knowledge and skills and offers an extensive collection of activities to enliven and invigorate any lecture This edition features a revised chapter on technology new Ethics in Action exercises and coverage of the latest trends in the customer service field Focusing on problem solving communication strategies and technology this classic text pinpoints the skills needed to improve and sustain customer satisfaction and business relationships For undergraduate courses in Customer Service Training and Development and Service Marketing also as a supplement for a course in Marketing Principles **Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation** Robert Bacal,2004-12-29 Tools for pleasing even the most demanding customers A satisfied customer is a loyal customer and in today s supercompetitive business economy few things are as crucial to a company s bottom line as the quality of its customer service This latest title in the popular Perfect Phrases series is just the thing for customer service employees and those who train and manage them Perfect Phrases for Customer Service gets you quickly up and running with everything you need to keep customers happy and loyal including Clear explanations of the reasons for difficult customer behaviors Proven tools and techniques for successfully handling even the most cantankerous customers 101 dialogues and scripts organized according to types of difficult behaviors usable as is or as part of a training program and easily tailored to any industry and company culture For more information visit www.customerservicezone.com *Creating a Customer Service Mindset* Jaquie Scammell,2018

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