

PRICELESS

*Beyond Customer Care
to Customer Delight*



CHARLES DECKER
and GENE FERENCÉ

Priceless Beyond Customer Care To Customer Delight

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Priceless Beyond Customer Care To Customer Delight:

Priceless Charles Decker, 2014-12-04 Cora Tyler works at the Hotel Metronome in San Francisco and she's always seeking to learn new things. A chance meeting on a train with an employee at a hotel in New York City Ari gives her the chance to share her business insights. Their lively discussion gets them both thinking about delivering excellent customer service. While Cora makes it a point to focus on details such as remembering the names of guests, Ari admits that he usually can't even pronounce their names. Unlike Cora, the members of his team rarely try that hard to create what she calls customer delight. Cora and Ari chat extensively and they stay in touch after their lively discussion. By joining them on their journey, you'll learn how to improve time management skills, communicate better in person and in writing, deliver service that exceeds expectations, handle and resolve customer complaints. You'll also learn the Ten Commandments of Business and discover the importance of managing the most important thing of all: your attitude. When you do that, you'll be on your way to turning your customers into evangelists, and that alone is Priceless.

Priceless Motivation, 1998 Explores motivation and provides examples of incentivizing activities and ideas for recognition and awards within organizations.

Beyond Customer Service Richard F. Gerson, 1992

Customer Service Essentials Robert E. Hinson, Ogechi Adeola, Kojo Oppong Nkrumah, Charles Aggyinasare, Kwame Adom, Abednego Feehi Okoe Amartei, 2019-08-01 Customer Service Essentials is a must read and a definitive source of information on effective management of customer service in Africa and beyond. Leveraging on unique concepts and practices developed in the field of customer service management, this book uses case studies and vignettes to reinforce learnings, drawing parallels to real life experiences. The book is a valuable resource for individuals and organizations in the quest to achieve excellent customer service, increased productivity, and enhanced employee satisfaction. It explores the practical challenges of customer service in Africa, examines critical success factors, and provides guidelines for effective customer engagement in this evolving, highly networked digital era. Policy makers, directors, managers, and students will gain valuable and actionable insights on service management as they navigate the chapters. Praise for Customer Service Essentials: Lessons for Africa and Beyond. This book captures service excellence by detailing out in a most explicit manner essential services dynamics of Responsiveness, Accessibility, Tangibles, Empathy, and Reliability. I highly recommend it. Esi Elliot, Assistant Professor, Marketing, Suffolk University, Boston, MA. I am very impressed with this book and excited to see the topics being discussed. The chapters are geared toward quality customer service in Africa. All the chapters are superbly written, relevant to the African context, and above all, the authors cover incredibly interesting topics and support them with pertinent cases. Bringing together such fine minds in the field, this book is useful and a must for anyone serious about customer service, service branding, and the need to respect the customer. Charles Blankson, Professor of Marketing, College of Business, University of North Texas. Hinson and colleagues have skillfully put together a useful collection of new perspectives on modern customer service essentials with an African and global perspective. This is a highly recommended text for students.

and practitioners Ellis L C Osabutey Reader Roehampton University Business School United Kingdom

Remarkable Leadership Kevin Eikenberry, 2011-02-17 Remarkable Leadership is a practical handbook written for anyone who wants to hone the skills they need to become an outstanding leader In this groundbreaking book Kevin Eikenberry outlines a framework and a mechanism for both learning new things and applying current knowledge in a thoughtful and practical way Eikenberry provides a guide through the most important leadership competencies offers a proven method for learning leadership skills and shows approaches for applying these skills in today's multitasking and overloaded world of work The book explores real world concerns such as focus limited time incremental improvement and how we learn

Customer Satisfaction Nigel Hill, Greg Roche, Rachel Allen, 2007 This book does a tremendous job of bringing to life customer satisfaction and its significance to modern businesses The numerous examples contained within the book's pages have proved a fresh and continuous source of inspiration and expertise as I work with my organisation in helping them understand why we should do what matters most to our customers and the lasting effect such actions will have on both our customer loyalty and retention The authors are to be commended

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

Five Star Service Michael Heppell, 2015-09-25 The full text downloaded to your computer With eBooks you can search for key concepts words and phrases make highlights and notes as you study share your notes with friends eBooks are downloaded to your computer and accessible either offline through the Bookshelf available as a free download available online and also via the iPad and Android apps Upon purchase you'll gain instant access to this eBook Time limit The eBooks products do not have an expiry date You will continue to access your digital ebook products whilst you have your Bookshelf installed Create magic moments that get you noticed remembered and referred Providing excellent customer service is the surest way to greater success for your organisation and a more successful career for you And it's not half as difficult or time consuming to achieve as you might think

Customer Satisfaction is Worthless, Customer Loyalty is Priceless Jeffrey Gitomer, 1998 A nationally syndicated columnist and sales trainer shows how to convert satisfied customers into loyal customers Includes real world techniques helpful checklists inspiring stories and thought provoking self tests

Customer Lifetime Value David Bejou, Timothy L. Keningham, Lerzan Aksoy, 2013-04-03 Get the competitive edge by effectively managing customer lifetime value The customer lifetime value CLV concept is extensively changing the way today's business is managed A student or practitioner needs to understand CLV to best gain the competitive edge in business Customer Lifetime Value Reshaping the Way We Manage to Maximize Profits is a text that shows in detail how managers and researchers can best use CLV to a business's advantage This valuable resource explores various practical approaches to the

measurement and management of customer value that focus on maximizing profitability and growth. Leading thinkers discuss how to leverage CLV in all aspects of business including customer management, employee management, and firm valuation. Everyone needing to prepare a business for success in the future should read this book. Most books on the subject only cover separate components of CLV and are typically limited to targeting for direct response marketing. Customer Lifetime Value presents all components cohesively, putting them together into an understandable, functioning whole. This source prepares forward-looking managers and researchers for the inevitable change and provides strategies to gain and sustain the competitive advantage. Topics in Customer Lifetime Value include leveraging the customer database to maximize CLV, using CLV in customer segmentation, customer divestment, using CLV in firm valuation, setting up an organization designed to maximize CLV, much more. Customer Lifetime Value: Reshaping the Way We Manage to Maximize Profits is essential reading for practitioners in the areas of customer satisfaction, loyalty, CRM, and direct response, as well as academics in the service marketing area.

Gower Handbook of Customer Service Peter Murley, 1997. This new Gower Handbook covers an area of management that is now regarded as fundamental to the success of any organization, whether it is in the private or the public sector. A team of experienced professionals and practising managers have pooled their expertise to provide nearly 50 chapters of current best practice in all aspects of customer service management, making this a valuable addition to the renowned Gower Handbook series.

Promoting Consumer Engagement Through Emotional Branding and Sensory Marketing Gupta, Monika, Jindal, Priya, Bansal, Shubhi, 2022-12-09. Emotional impulses heavily influence the behavior of customers. Sensory marketing establishes an emotional connection between the company and the customers, thus yielding a positive response towards the brand. It has a strong influence not only on the perceptions but also on the choices of the customers. It assists the organizations in delivering a unique multisensory experience and capitalizes on new marketing opportunities. Therefore, businesses should carefully formulate sensory marketing strategies revolving around the details of offered product mix, prospective modes of communication, as well as point of sale actions. Promoting Consumer Engagement Through Emotional Branding and Sensory Marketing provides strategies for approaching customers through their senses to better formulate effective sensory tactics. It strengthens the research in communicating brand image, enhancing brand recognition, generating brand loyalty, and increasing brand appeal through sensory marketing. Covering topics such as customer engagement, brand experience, and service quality, this premier reference source is an indispensable resource for business leaders and executives, marketing professionals, brand specialists, students, and faculty of higher education, librarians, researchers, and academicians.

Assessing Service Quality Peter Herson, Ellen Altman, 2010-01-19. This classic book is brought fully up to date as Herson and Altman integrate the use of technology into the customer experience. They offer solid practical ideas for developing a customer service plan that meets the library's customer-focused mission, vision, and goals, challenging librarians to think about customer service in new ways.

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

Strategic Customer Care Stanley A. Brown, 2000-02-24 Die meisten Unternehmen haben bereits die Bedeutung einer verbesserten Kundentbetreuung erkannt Sie wissen da sie aber die traditionellen Methoden hinausgehen und Kunden als wichtigen Aktivposten betrachten müssen den es zu befriedigen und zu schützen gilt Jüngste Untersuchungen haben jedoch ergeben da nur etwa 6% der Unternehmen tatsächlich begreifen wie wichtig Kundenpflege ist oder wie sie wirkungsvoll umgesetzt werden kann Dieser Band erklärt die drei Entwicklungsstufen der Kundenpflege und erläutert bewährte Methoden mit denen jedes Unternehmen einen hervorragenden Kundendienst aufbauen kann Darüber hinaus werden Tipps und Hinweise gegeben welche Fehler man unbedingt vermeiden sollte Mit vielen positiven und negativen Beispielen von Firmen wie z.B. Sears AT T FedEx und Kodak Eine unverzichtbarer Leitfaden zur Verbesserung der Kundenbeziehung 05 99

The Customer Delight Principle Timothy L. Keiningham, Terry G. Vavra, 2001 This text shows how customer delight not just customer satisfaction drives repeat purchasing and customer loyalty It shows how to monitor customer delight against revenue investment resources and benchmark results The book also has case studies to show how to keep up customer delight

Berkshire Beyond Buffett Lawrence A. Cunningham, 2014-10-21 A profile of Berkshire Hathaway the keys to its success and how it can survive beyond its iconic chairman and CEO Warren Buffett In a comprehensive portrait of the corporate culture that unites Berkshire's subsidiaries Lawrence Cunningham unearths the traits that assure the conglomerate's perpetual prosperity Riveting stories of each subsidiary's origins triumphs and journey to Berkshire reveal how managers generate economic value from intangibles like thrift integrity entrepreneurship autonomy and a sense of permanence Berkshire Beyond Buffett explores not only what will happen to Berkshire after Buffett but presents all of Berkshire behind Buffett the inspiring managerial luminaries innovative entrepreneurs and devotees of deep values that define this esteemed organization Whether or not you are convinced that Berkshire can endure without Buffett the book is full of management lessons for small and large businesses entrepreneurs family firms and Fortune 500 CEOs Enjoy entertaining tales from Berkshire's 50 main subsidiaries including Dairy Queen GEICO Benjamin Moore Fruit of the Loom BNSF Justin Pampered Chef Marmon Clayton Homes FlightSafety and more An invaluable read for entrepreneurs business leaders investors managers and anyone wanting to learn more about corporate stewardship The Economist How did Warren Buffett build such a great firm as Berkshire Hathaway To unravel this mystery Lawrence Cunningham takes a deep dive inside the cultures of Berkshire's subsidiaries highlighting the value of integrity kinship and autonomy and revealing how building moats around the castles may help the firm outlast its visionary founder Adam Grant Wharton professor and author of Give and Take

What's the Secret? John R. DiJulius, III, 2011-01-07 What's the Secret gives you an inside look at the world class customer service strategies of some of today's best companies You'll learn how companies like Disney

Nordstrom and The Ritz Carlton get 50 000 employees to deliver world class customer service on a consistent basis and how your company can too Packed with insider knowledge and a wealth of proven best practices author John DiJulius will show you how your company can emulate the world s best customer service providers Retention of Reserve Components and Selectees in Military Service Beyond Twelve Months, Hearings ... on S.J.Res. 92 and S.J.REs. 93 ..., July 17-24, 1941 United States. Congress. Senate. Committee on Military Affairs,1941 **Breakthrough Customer Service** Stanley A. Brown,1997-10 This reference offers coverage of aspects of customer service and support Contributors from companies including Coopers Lybrand IBM and Xerox offer advice on creating the corporate culture establishing and using the right measurements and standards short and long term strategic planning using state of the art technology managing the workforce and where to go for further information

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