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Serge Rouvière

# **RÉUSSIR SA RELATION CLIENT**



- ☒ Vendre... durablement
- ☒ Développer la confiance
- ☒ Fidéliser ses clients

**DUNOD**

# Reacuteussir Sa Relation Client Pratique Entreprise

**Serge Rouvière**



## **Reacuteussir Sa Relation Client Pratique Entreprise:**

*Réussir sa relation client : vendre...durablement, développer la confiance, fidéliser ses clients* Serge Rouvière, 2010-10-20

Etape par tape cet ouvrage analyse les l ments essentiels pour construire ou renforcer la relation client La qualit de la relation entretenue entre le fournisseur et son client est d terminante Plus cette relation est forte plus le client va travailler avec son fournisseur dans une logique de partenariat et d exclusivit La qualit du produit ou du service le prix le respect des engagements ne sont que des aspects secondaires dans la satisfaction et la fid lisation d un client L entreprise doit de toute fa on se positionner dans un niveau de prix et de qualit acceptable par son march sinon elle en sortira inexorablement Ce livre aide le lecteur mettre en place une relation client efficace Structure commune dans les chapitres des ouvrages de la collection 100% pratique entreprise I Mise en situation II Questions cl s II R solution th orique et m thodologique exemples III Application court cas pratique et quizz

*Pro en Relation client* Sophie Duême, Eric Ghibert, 2019-01-30

Tous les outils et plans d action essentiels des m tiers de la Relation client La collection Pro en propose des ouvrages pratiques permettant de consolider ses comp tences professionnelles gr ce un tour complet des outils propres au m tier et des plans d action qui mettent le lecteur en situation de mobiliser concr tement dans son quotidien professionnel ce qu il a appris du m tier Cet ouvrage aidera le lecteur positionner sa relation client comme un avantage concurrentiel Il traite les Objectifs de fa on tr s m thodologique et dans un ordre coh rent du diagnostic la mise en place effective de la relation client Les outils sont adaptables de la TPE la grande entreprise Le livre met l humain au coeur du dispositif en abordant la fois l approche client et l approche collaborateur Enfin il propose une bibliographie fournie assortie de r f rences blogs v nements incontournables 63 modules

Outil pr sentent agr ment s de sch mas ou matrices tous les outils essentiels et sp cifiques du m tier une d finition ou description de l outil les b n fices de son utilisation un exemple d application les pi ges viter 13 Plans d action pr sentent l int r t du plan d action les actions prioritaires mener des encadr s informatifs des clairages d expert des apports novateurs pour mettre jour ses comp tences m tier un cas d entreprise pour illustrer le plan d action les crit res de r ussite du plan d action

**Les meilleures pratiques de la relation client : comparez vos processus clients à ceux des entreprises les plus performantes en France et dans le monde** Robert Hiebeler, Charles Kettelman, Thomas B. Kelly, 1999-09-02

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