

CUSTOMER WINBACK

How to Recapture
Lost Customers—
And Keep Them Loyal

JILL GRIFFIN
MICHAEL W. LOWENSTEIN

FOREWORD BY
DON PEPPERS AND MARTHA ROGERS, PH.D.

Customer Winback How To Recapture Lost Customers And Keep Them Loyal

**David W. Cravens, Kenneth Le
Meunier-FitzHugh, Nigel F. Piercy**



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Customer Winback Jill Griffin, Michael W. Lowenstein, 2002-02-28 Most firms consider the lost customer a lost cause But in this ground breaking book Jill Griffin and Michael Lowenstein provide you with step by step solutions for winning back lost customers saving customers on the brink of defection and making your firm defection proof Whether your business is small or large product or service based retail or wholesale this book offers proven strategies for recognizing which lost customers have the highest win back value and implementing a sure fire plan to recover them It includes the techniques of hundreds of innovative companies who are already working to recapture lost customers and keep them loyal In today s hyper competitive marketplace no customer retention program can be entirely foolproof but with this guide gives you today s best methods for winning back those customers you simply can t afford to let go **Taming the Search-and-Switch Customer** Jill

Griffin, 2009-03-25 Praise for Taming the Search and Switch Customer What an excellent wake up call Your company s most valuable asset your loyal customers have more tools than ever to compare you to competitors and switch Griffin does an excellent job identifying the risks to customer loyalty in an environment of immediate and abundant information and defines a path to earn loyalty through delivery of enhanced value in the eyes of your customers A truly important premise to building and maintaining a successful business Gerald Evans president Hanes Brands Supply Chain and Asia Business Development In this dynamic treatise on customer retention Jill Griffin The Loyalty Maker provides updated solutions to meet today s challenge of changing consumer shopping habits A must read for all retailers and wholesalers Britt Jenkins chairman of the board Tandy Brand Accessories Inc Mandatory reading for anyone who manages customer loyalty A truly thought provoking read Timothy Keiningham global chief strategy officer executive vice president IPSOS Loyalty Every company is in the service business now whether they realize it or not Jill s book is a great start on how to make your service experiences better than they are today Robert Stephen founder The Geek Squad In today s Googlized marketplace Taming the Search and Switch Customer is a must read Ken DeAngelis general partner Austin Ventures Griffin is pure loyalty genius Kelly Cook vice president Customer Engagement CRM Waste Management *Skills Training in Communication and Related Topics* Ellen

Belzer, John Saunders, 2018-04-19 Quality communication contributes to smoother running practices better care and services greater efficiencies fewer unhealthy conflicts more satisfied staff and patients and an improved ability to meet the challenges of an evolving and increasingly complex health care environment With packed curricula in most health care training institutions and hectic schedules in practices and administrative offices time for teaching vital communication and interpersonal skills is often at a premium This book equips trainees with the skills needed to communicate effectively with patients colleagues and the community employing a learning by doing approach for effective and engaging learning It is designed for practice leaders hospital leaders and public health professionals helping health care professionals upgrade their skills and especially for faculty members who teach students and residents Featuring more than 100 exercises ideal for use in

a variety of training situations this book takes into consideration the often limited training time available for non clinical topics Exercises range in length from minutes to over an hour whilst a selection grid allows trainers and educators to select the right exercises to cover topics in the available time

CUSTOMER RELATIONSHIP MANAGEMENT KAUSHIK MUKERJEE,2007-07-25 This textbook on CRM a new approach to marketing is comprehensive and managerially very useful Its case studies with a mixture of Indian and non Indian cases are extremely interesting and will be fun for students to learn and for instructors to teach JAGDISH N SHETH Professor of Marketing Emory University This straightforward and easy to read text provides students of management and business studies with a thorough understanding of fundamental abilities and strategies that lead to the successful implementation of practice of CRM Customer Relationship Management regarded as the wonder solution to all the problems encountered by marketers To cope with the increasing intensity of competition necessitating a drive towards enhancement of customer satisfaction the book emphasizes the need for integration and coordination along the value chain to effectively and efficiently manage customers The book focuses on best practices in CRM and illustrates along the way through several interesting case studies how CRM has been used in various industries to build relationships with customers The book also provides a solid grounding in tools techniques and technologies used in CRM and explains in detail the power of eCRM to help companies make their vision of CRM a reality The text is intended for students of MBA PGDM Postgraduate Diploma in Management and PGPBA Postgraduate Programme in Business Administration Besides this book is a useful reference for managerial and marketing professionals

KEY FEATURES Provides insight into contemporary developments in CRM Cites Indian as well as global examples Offers case studies on Indian and global companies to highlight the use of CRM

Advances in Advertising Research (Vol. III) Tobias Langner,Shintaro Okazaki,Martin Eisend,2012-08-23 Advances in Advertising Research are published by the European Advertising Academy EAA This volume is a compilation of research presented at the 10th International Conference on Research in Advertising ICORIA which was held in Berlin Germany in June 2011 In the face of an ever increasing number of products and services as well as an increasingly cluttered media environment advertising research is confronted with multiple challenges Against this background Advances in Advertising Research Vol 3 is gaining significance in advancing promoting disseminating and stimulating high quality advertising research This book provides state of the art research in international advertising with twenty nine articles by renowned advertising and communication scholars from the worldwide ICORIA network

Perspectives on Promotion and Database Marketing Robert C. Blattberg,Greg Martin Allenby,2010 Pt 1 Early Bob contributions to econometrics and marketing pt 2 Statistical Bob contributions to statistical analysis in marketing pt 3 Promotion Bob contributions to sales promotions pt 4 Big Bob Contributions that were industry changing

Why CRM Doesn't Work Frederick Newell,2010-05-21 CRM was supposed to help businesses better understand their customers and increase efficiency Yet most companies are not getting the return they expected Is it possible to make customers happy and

at the same time improve ROI Is there a practical affordable way to get customers to say what they really want In *Why CRM Doesn't Work* leading international marketing consultant Frederick Newell explains why it's time to change the game to CMR Customer Management of Relationships CMR allows companies to empower customers so they'll reveal what kind of information they want what level of service they want to receive and how to communicate with them where when and how often It is a bold solution for businesspeople at all levels in all industries who want to stay ahead of the curve in the development of customer loyalty Newell shows by lesson and example why the current CRM isn't working what needs to change and how to put the CMR philosophy to work without additional expense The book includes case studies of good and bad relationship marketing from companies as diverse as Kraft Foods Procter Gamble Budweiser Charles Schwab Dell IBM Lands End Sports Authority Radio Shack and Staples With the knowledge in this book a company can learn to build long term relationships and bring in profits instead of relying on one time sales *Why CRM Doesn't Work* is important reading for companies of every size that are trying to satisfy and sell to today's consumer Global Leadership Marshall

Goldsmith, Cathy Greenberg, Alastair Robertson, Maya Hu-Chan, 2003-04-28 The follow up to Marshall Goldsmith's 500 000 copy bestseller *The Leader of the Future* *Global Leadership: The Next Generation* systematically identifies what tomorrow's leaders will need to know do and believe in order to successfully lead the global enterprise of the future Drawing on the results of an extraordinary 2 year Accenture study of emerging business leaders this book shows why the skills of today's global leaders won't be enough and why tomorrow's leaders won't resemble today's Goldsmith and his co authors first identify five new factors of leadership and their implications global thinking appreciation of diversity technological savvy a willingness to partner and an openness to sharing leadership They explain what it will mean to lead in an era where intellectual capital is the dominant source of value how to lead people whose backgrounds and values may be radically dissimilar from yours and why achieving personal self mastery is now a fundamental prerequisite for leading others From the evolution of federated semi autonomous organizational structures to the personal leadership challenges now arising from globalism this book offers unprecedented insights into the new challenges of leadership and what it will take to meet them

Eurasian Business and Economics Perspectives Mehmet Hüseyin Bilgin, Hakan Danis, Ender Demir, Elcin Aykac Alp, Serkan Çankaya, 2024-07-02 EBES conferences have been an intellectual hub for academic discussion in economics finance and business fields and provide network opportunities for participants to make long lasting academic cooperation This is the 27th volume of the Eurasian Studies in Business and Economics EBES's official proceeding series which includes selected papers from the 40th EBES Conference which took place in Istanbul on July 6-8 2022 The conference was organized with the support of the Istanbul Economic Research Association in hybrid mode with both online and in person discussions at the Istanbul Ticaret University in Istanbul Türkiye Both theoretical and empirical papers in this volume cover diverse areas of business economics and finance from many different regions *EBOOK: Marketing Management* Christian Homburg, Sabine

Kuester,Harley Krohmer,2012-12-16 Marketing Management A Contemporary Perspective provides a fresh new perspective on marketing from some of the leading researchers in Europe The book offers students and practitioners the comprehensive coverage they need to make the right decisions to create and implement highly successful marketing strategies This exciting new edition includes updated cases and combines scholarly international research with relevant and contemporary examples from markets and brands across the world The authors combine their experience as researchers and industry consultants to provide the conceptual and theoretical underpinning of marketing and empirical research helping students to understand how marketing concepts can be applied and implemented The book covers a full range of industries including business to customer business to business services marketing retailing and international marketing from companies around the globe

Employee Ambassadorship Michael W. Lowenstein,2017-04-04 There have been a number of professional and academic studies in multiple industries linking employee attitudes and behaviors with the value customers perceive in their experiences Through targeted research and resultant training communication process and reward and recognition programs what we define as ambassadorship formalizes the direction in which employee engagement has been trending toward for years Simply the trend is optimizing employee commitment to the organization and its goals to the company s unique value proposition and to the customer This is employee ambassadorship a state beyond satisfaction and engagement where all employees are focused on and tasked with delivering customer value as part of their job description irrespective of location function or level There is growing general agreement that both developing employee ambassadors and customer advocates should receive high priority and emphasis if an enterprise is going to be successful What building ambassadorship does mandate however is that having employees focus on the customer will definitely drive more positive experiences and stronger loyalty behavior for both stakeholder groups Because antecedent approaches to employee engagement through research and application are principally about productivity and alignment and offer an organization only modest insight about level or degree of customer centricity more connection between employee behavior and customer behavior builds focus effectiveness and profitability That is what the content scope of Employee Ambassadorship will help provide **Statistical**

Methods in Customer Relationship Management V. Kumar,J. Andrew Petersen,2012-07-26 Statistical Methods in Customer Relationship Management focuses on the quantitative and modeling aspects of customer management strategies that lead to future firm profitability with emphasis on developing an understanding of Customer Relationship Management CRM models as the guiding concept for profitable customer management To understand and explore the functioning of CRM models this book traces the management strategies throughout a customer s tenure with a firm Furthermore the book explores in detail CRM models for customer acquisition customer retention customer acquisition and retention customer churn and customer win back Statistical Methods in Customer Relationship Management Provides an overview of a CRM system introducing key concepts and metrics needed to understand and implement these models Focuses on five CRM

models customer acquisition customer retention customer churn and customer win back with supporting case studies Explores each model in detail from investigating the need for CRM models to looking at the future of the models Presents models and concepts that span across the introductory advanced and specialist levels Academics and practitioners involved in the area of CRM as well as instructors of applied statistics and quantitative marketing courses will benefit from this book

Emotional Satisfaction of Customer Contacts Hüseyin Güngör,2007-01-01 For marketing and customer services researchers and professionals who are interested in customer contacts customer satisfaction and loyalty issues Contact centers are playing a pivotal role in customer services of the 21st century Nevertheless despite their growing importance and presence contact centers are increasingly becoming the center for customer frustration and frequently associated with negative comments in the media Therefore this research explores the Emotional Cognitive General and Transactional dimensions of customer satisfaction and loyalty process in the customer contact environment As customer contacts can be a source of negative emotions and it is desirable to increase positive emotions in the contact center environment this research focuses on the emotional aspects of customer satisfaction and on the Emotional Satisfaction of Customer Contacts ESCC in particular Taking the ESCC as a starting point this research demonstrates that frontline employees are able to observe and register customer satisfaction during service encounters and suggests that the ESCC information can be employed for recovering service failures increasing sales productivity and organizational learning for more customer satisfaction and loyalty

CRM Roger Joseph Baran,Robert J. Galka,2013 This book introduces students to CRM customer relationship management a strategic methodology that s being embraced in increasing numbers by organizations looking to gain a competitive advantage With in depth coverage of business and consumer markets in various vertical markets the impact of new technology and more it helps readers understand how an enhanced customer relationship environment can differentiate an organization in a highly competitive marketplace Featuring the latest developments in the discipline a cohesive approach and pedagogical materials including chapter exercises that connect theory with action it is the one stop source for a comprehensive CRM course

Customer Relationship Management Roger J. Baran,Robert J. Galka,2016-12-08 This book balances the behavioral and database aspects of customer relationship management providing students with a comprehensive introduction to an often overlooked but important aspect of marketing strategy Baran and Galka deliver a book that helps students understand how an enhanced customer relationship strategy can differentiate an organization in a highly competitive marketplace This edition has several new features Updates that take into account the latest research and changes in organizational dynamics business to business relationships social media database management and technology advances that impact CRM New material on big data and the use of mobile technology An overhaul of the social networking chapter reflecting the true state of this dynamic aspect of customer relationship management today A broader discussion of the relationship between CRM and the marketing function as well as its implications for the organization as a whole Cutting

edge examples and images to keep readers engaged and interested A complete typology of marketing strategies to be used in the CRM strategy cycle acquisition retention and win back of customers With chapter summaries key terms questions exercises and cases this book will truly appeal to upper level students of customer relationship management Online resources including PowerPoint slides an instructor s manual and test bank provide instructors with everything they need for a comprehensive course in customer relationship management

The Oxford Handbook of Strategic Sales and Sales Management David W. Cravens, Kenneth Le Meunier-FitzHugh, Nigel F. Piercy, 2012-11-22 The Oxford Handbook of Strategic Sales and Sales Management is an unrivalled overview by leading academics in the field of sales and marketing management Sales theory is experiencing a renaissance driven by a number of factors including building profitable relationships creating delivering brand value strategic customer management sales and marketing relationships global selling and the change from transactional to customer relationship marketing Escalating sales and selling costs require organisations to be more focused on results and highlight the shifting of resources from marketing to sales Further the growth in customer power now requires a strategic sales response and not just a tactical one The positioning of sales within the organisation the sales function and sales management are all discussed The Handbook is not a general sales management text about managing a sales force but will fill a gap in the existing literature through consolidating the current academic research in the sales area The Handbook is structured around four key topics The first section explores the strategic positioning of the sales function within the modern organisation The second considers sales management and recent developments The third section examines the sales relationship with the customer and highlights how sales is responding to the modern environment Finally the fourth section reviews the internal composition of sales within the organisation The Handbook will provide a comprehensive introduction to the latest research in sales management and is suitable for academics professionals and those taking professional qualifications in sales and marketing

Consumer Behavior in Action Geoffrey Paul Lantos, 2015-01-28 Consumer Behavior in Action is a down to earth highly engaging and thorough introduction to consumer behavior It goes further than other consumer behavior textbooks to generate student interest and activity through extensive use of in class and written applications exercises Each chapter presents several exercises in self contained units each with its own applications Learning objectives background and context are provided in an easy to digest format with liberal use of lists and bullet points Also included in each chapter are a key concepts list review questions and a solid summary to help initiate further student research The author s practical focus and clear conversational writing style combined with an active learning approach make this textbook the student friendly choice for courses on consumer behavior

Capturing Customer Equity David Bejou, R. Gopalkrishnan, 2014-06-11 One of the most important new concepts in marketing is customer equity here s the essential information you need to create and manage it This book presents thought provoking cutting edge writing on customer equity management The editors and contributing authors are top international

marketing researchers who share their expertise in this new area of marketing research and practice Capturing Customer Equity Moving from Products to Markets is designed to enable academics to chart out future research directions and to help marketers to apply recently developed frameworks to the creation and management of customer equity in domestic and international markets Handy charts tables and figures make complex information easy to access and understand Capturing Customer Equity Moving from Products to Markets is divided into five chapters Developing Relationship Equity in International Markets This chapter delves into the realm of relationship marketing to define the term relationship equity and presents strategies for enhancing relationship equity in international markets via personal relationships as well as consistent processes and outcomes This chapter written by the editors and their partner Arun Sharma also looks at specific implications for relationship marketing theory and practice in international markets Dimension and Implementation Drivers of Customer Equity Management CEM Conceptual Framework Qualitative Evidence and Preliminary Results of a Quantitative Study This chapter explores theoretical considerations as well as qualitative and quantitative research applying confirmatory factor analysis It identifies three important dimensions of Customer Equity Management CEM analytical strategic and operational as well as three types of CEM implementation drivers which represent determinants of the three CEM dimensions Authors Manfred Bruhn Dominik Georgi and Karsten Hadwich present the measures they've developed for the CEM dimensions and drivers These measures provide valuable help to practitioners and academics who need to understand how to manage and implement systematic customer equity management A Network Based Approach to Customer Equity Management This chapter by Ren Algesheimer and Florian von Wangenheim moves beyond the dyadic relationship marketing concept to present a theoretical framework for extending current thinking on customer equity towards the network perspective Based on the current literature in social work this chapter examines the characteristics that are likely to be powerful predictors of a customer's network value Practical implications are highlighted and directions for further research are suggested Strategies for Maximizing Customer Equity of Low Lifetime Value Customers The management of customer equity has become a major issue for many firms This chapter examines strategies designed to assist firms in their relationships with customers who have low lifetime value By examining the relevant literature as well as industry strategies author Arun Sharma explores the reasons why transactional and discount customers have largely been ignored by marketing strategists and proposes methods to enhance segment penetration and the performance of firms Implications for managers are also highlighted Customer Value Based Entry Decision in International Markets The Concept of International Added Customer Equity Market entry decisions are some of a firm's most important long term strategic choices Still the international marketing literature has not yet fully incorporated the idea of relationship marketing in general and the customer value concept in particular as a basis for market entry decisions This chapter by Heiner Evanschitzky and Florian von Wange

Commodity Marketing Margit Enke, Anja Geigenmüller, Alexander Leischnig, 2022-04-22 Commoditization is a major challenge for companies in a wide

range of industries and commodity marketing has become a priority for many top managers This book tackles the key issues associated with the marketing of commodities and the processes of commoditization and de commoditization It summarizes the state of the art on commodity marketing providing an overview of current debates It also offers managerial insights case studies and guidance to help manage and market commodity goods and services

Handbook of Marketing Decision

Models Berend Wierenga,Ralf van der Lans,2017-07-12 The Second Edition of this book presents the state of the art in this important field Marketing decision models constitute a core component of the marketing discipline and the area is changing rapidly not only due to fundamental advances in methodology and model building but also because of the recent developments in information technology the Internet and social media This Handbook contains eighteen chapters that cover the most recent developments of marketing decision models in different domains of marketing Compared to the previous edition thirteen chapters are entirely new while the remaining chapters represent complete updates and extensions of the previous edition This new edition of the Handbook has chapters on models for substantive marketing problems such as customer relationship management customer loyalty management website design Internet advertising social media and social networks In addition it contains chapters on recent methodological developments that are gaining popularity in the area of marketing decision models such as structural modeling learning dynamics choice modeling eye tracking and measurement The introductory chapter discusses the main developments of the last decade and discusses perspectives for future developments

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