



CUSTOMER SERVICE TRAINING MANUAL TEMPLATE

Looking to empower your customer service team with the skills and knowledge they need to excel?

6 Pages



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The Choreography of Customer Service Chris Lynam, 2022-02-01 Chris Lynam left a passion for screenwriting to pursue a summer job as a dance teacher More than two decades later he found a way to combine both passions as the co owner of seven of the top Arthur Murray Dance Studios in the world with his wife and dance partner Daisey Chris firmly believes that behind the atmosphere of glitter Tango dancing and spray tans lies one of the greatest customer service organizations in the world The close proximity to the clients

creates a level of service where the help desk lies within a dance frame and the connection is impossible to fake That is high touch service In a business landscape that has been hit with hardship wouldn't it be crazy if the answers were right there dancing in the background In the past customer service might have been the difference between a good online review and a bad one Today it might be the difference between staying in business and shutting down With five customer service components you and your business can become masters of high touch service even in a touch free environment Learn how to make a lasting connection with your customers speak with clarity conviction and confidence and never again leave the customer experience up to chance

Catalog Food and Nutrition Information Center (U.S.),1974 EBK: Services Marketing: Integrating Customer Service Across the Firm 4e Alan Wilson,Valarie Zeithaml,Mary Jo Bitner,Dwayne Gremler,2020-10-07 Successful businesses recognize that the development of strong customer relationships through quality service and services as well as implementing service strategies for competitive advantage are key to their success In its fourth European edition Services Marketing Integrating Customer Focus across the Firm provides full coverage of the foundations of services marketing placing the distinctive Gaps model at the center of this approach The new edition draws on the most recent research and using up to date and topical examples the book focuses on the development of customer relationships through service outlining the core concepts and theories in services marketing today New and updated material in this new edition includes New content related to human resource strategies including coverage of the role of robots and chatbots for delivering customer focused services New coverage on listening to customers through research big data netnography and monitoring user generated content Increased technology social media and digital coverage throughout the text including the delivery of services using mobile and digital platforms as well as through the Internet of Things Brand new examples and case studies added from global and innovative companies including Turkish Airlines Volvo EasyJet and McDonalds Available with McGraw Hill's Connect the well established online learning platform which features our award winning adaptive reading experience as well as resources to help faculty and institutions improve student outcomes and course delivery efficiency

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shows they re likely to spend more and are more profitable than new customers Personalization is becoming important for the newer generations in both developed and developing markets so Sarkar describes approaches to make them cost effective In our era of instant gratification customers want what they want now Sarkar explains how you can develop and deliver products and services faster than ever And since a few bad Yelp reviews social media posts or angry tweets from customers can ruin you Sarkar shows how to proactively make sure the quality of your products and services stays better than that of your competitors The key to survival in this era of changing customer needs is to focus on and address them quickly so customers don t switch to the competition Drawing on his experiences with leading companies worldwide Sarkar offers five strategies and techniques that will keep you ahead of the curve

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