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Customer Romance A New Feel Of Customer Service

Simon Hudson, Louise Hudson



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Customer Romance J.N Halm,2014-05-08 CUSTOMER ROMANCE A New Feel of Customer Service Is about creating love not just any love but love that rewards It is a book for business owners leaders managers or professionals who want to become darlings to all their customers It is for the individual or business that intends to bring some sunshine into the lives of customers This is a book about how a business can win the hearts and pockets of its customers in a long lasting relationship CUSTOMER ROMANCE is a staunch supporter of a relationship selling concept as against the transactional selling concept This book advocates that no matter how much a business stands to lose in the short run when it practices relationship building in the long run the relationship pays off CUSTOMER ROMANCE debates that the most important ingredient in building a successful business is TRUST However trust is best established in a romantic relationship not in a mere transaction Brilliant Customer Service Debra Stevens,2012-07-10

Keep them coming back for more Brilliant Customer Service is your guide to help you deliver exceptional customer service and keep your customers coming back time and time and again It s for anyone involved in any organisation whether you run your own business manage people or you are a customer facing employee It doesn t matter what your budget is you ll find lots of simple changes you can implement right now to build a highly successful customer service strategy BRILLIANT OUTCOMES Identify your customers real needs and how best to meet them Build trust and long term loyalty with your customers to stay ahead of the competition Make sure you are remembered and recommended *Small Business and Entrepreneurial Development in Africa* Robert E. Hinson,Doreen Anyamesem Odame,Eric Kwame Adaye,Kwame Adom,2023-10-31 This book explores the issues around small business and entrepreneurial activities in Africa within the context of frequent collapse of businesses seizures by governments lack of access to capital and raw materials as well as the reliance on the informal sector All these issues the Editors argue have been exacerbated by the advent of the COVID 19 pandemic However entrepreneurship must be at the heart of efforts to transform Africa s economic prospects to ensure sustained economic growth and decent work for all In looking at the development of entrepreneurship for Africa s growth contributors to this edited collection take an evolutionary approach by focusing on entrepreneurial intentions where entrepreneurial ideas are formed customer management which is central to all entrepreneurial business success and by also focusing on local and entrepreneurial business development The book then ends with a discussion around technological innovations in small business development in Africa Covering topics such as social entrepreneurship international joint ventures and the impact of digital platforms this conceptual path provides rich contemporary insights for students researchers and policy makers and contributes to the achievement of SDG 8 targets

Customer Service Best Practices Ron Zemke,1998 EBOOK: Services Marketing: Integrating Customer Focus Across the Firm Alan Wilson,Valarie Zeithaml,Mary Jo Bitner,Dwayne Gremler,2016-01-16 European economies are now dominated by services and virtually all companies view service as critical to retaining their customers today and in the future

In its third 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 Drawing on the most recent research and using up to date and topical examples the book focuses on the development of customer relationships through quality service outlining the core concepts and theories in services marketing today New and updated material in this new edition include New content on the role of digital marketing and social media has been added throughout to reflect the latest developments in this dynamic field Increased coverage of Service dominant logic regarding the creation of value and the understanding of customer relationships New examples and case studies added from global and innovative companies including AirBnB IKEA Disneyland Scandinavia Airlines and Skyscanner

The Nordstrom Way to Customer Service Excellence Robert Spector, Patrick D. McCarthy, 2012-02-07 The Nordstrom Way shows the direct link between empowering your employees and creating a long term relationship with your customers More businesses should follow Nordstrom's example Howard Schultz Chairman Starbucks Coffee Virtually every company wants to be the Nordstrom of their industry Nordstrom is one of only five companies to make Fortune's best companies to work for and most admired list every year the surveys have been taken Despite its position in the hard hit retail sector Nordstrom with 193 stores in 28 states never experienced a quarterly loss during the recent economic downturn The Nordstrom Way to Customer Service Second Edition explains what every business can learn from the world's most famous customer service driven company New material in this revised edition includes How To Become The Nordstrom Of Your Industry Tools for creating a customer driven culture Chapters on Nordstrom's online customer service and the innovative social commerce features of its website Breakthroughs on Nordstrom's multi channel approach to customer service Nordstrom follows a set of principles that has made it a leader in its industry Discover what endears Nordstrom to its customers and learn how to apply those same standards to your company

Customer Service for Hospitality and Tourism Simon Hudson, Louise Hudson, 2012-11-02 Customer service is of critical importance for the tourism and hospitality sector now more than ever before as customers are looking to increase value for money and are less forgiving of mediocre service However despite its importance quality customer service is the exception rather than the norm in many parts of the world *Customer Service for Hospitality and Tourism* is a unique text and vital to both students and practitioners as it 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 It is easy to read very current and 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 Key features include 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

Love Lifted Me Kelly Ferguson,2019-10-17 Love Lifted Me is an unfolding story of God s love as it is revealed in everyday life Kelly s devotions are born from a heart broken by grief and trauma and mark her path to wholeness as God pursued her with His love Written from the unique perspective of a widowed pastor s wife single mother church staff member and trauma survivor her devotions are relatable and speak to people from many walks of life Readers will recognize God s presence in their daily lives both in good times and in bad and will witness the power of God s redeeming love

Winning on Purpose Fred Reichheld,Darci Darnell,Maureen Burns,2021-12-07 Great leaders embrace a higher purpose to win The Net Promoter System shines as their guiding star Few management ideas have spread so far and wide as the Net Promoter System NPS Since its conception almost two decades ago by customer loyalty guru Fred Reichheld thousands of companies around the world have adopted it from industrial titans such as Mercedes Benz and Cummins to tech giants like Apple and Amazon to digital innovators such as Warby Parker and Peloton Now Reichheld has raised the bar yet again In Winning on Purpose he demonstrates that the primary purpose of a business should be to enrich the lives of its customers Why Because when customers feel this love they come back for more and bring their friends generating good profits This is NPS 3 0 and it puts a new take on the age old Golden Rule treat customers the way you would want a loved one treated at the heart of enduring business success As the compelling examples in this book illustrate companies with superior NPS consistently deliver higher returns to shareholders across a wide array of industries But winning on purpose isn t easy Reichheld also explains why many NPS practitioners achieve just a small fraction of the system s full potential and he presents the newest thinking and best practices for doing NPS right He unveils the Earned Growth Rate EGR the first reliable complementary accounting measure that can truly leverage the power of NPS With keen insight and moving personal stories Reichheld advances the thinking and practice of NPS Winning on Purpose is your indispensable guide for inspiring customer love within your own teams and using Net Promoter to achieve both personal and business success

People Love You Jeb Blount,2013-01-22 What you experience is what you remember The more emotional the experience the deeper it is branded into your memory Experience has a massive impact on buying decisions Every touch point every time you or someone in your company engages a customer it creates an experience something they remember When they have a negative experience they tend to vote with their feet and their wallets and head straight to your competitors When customers have positive emotional experiences it

anchors them to your brand your product or service and ultimately to you In the twenty first century competitive advantages derived from unique products are services are short lived because competitors are able to quickly and easily duplicate or match your offering Likewise a focus on customer satisfaction and loyalty will no longer give you the competitive edge Delivering a legendary customer experience has emerged as the single most important competitive advantage for companies across all industries In People Love You you ll learn the real secrets of customer experience including 7 Essential Principles of Customer Engagement 5 Levers for Creating a Legendary Customer Experience The Secret to Bridging the Experience Gap How to Leverage the Pull Strategy to become a Trusted Advisor 2 Most Important Rules for Dealing with Pissed off Customers In a hypercompetitive global marketplace protecting your company s customer base the lifeblood of your business must become your number one priority The rubber hits the road with account managers project managers sales professionals and customer service professionals the people most connected to customers who are on the frontlines of customer experience They build unique and enduring emotional connections with customers that creating long term revenue and profit streams In People Love You human relationship guru Jeb Blount gives you a powerful playbook for interacting with customers in a way that creates deep enduring visceral connections that withstand relentless economic and competitive assaults **No Limits** Victor Effah,2018-02-20 Many employees do not see the big picture While leadership is focusing on growth development innovation and great customer service team members are thinking solely of their wages This book bridges the gap and makes career growth possible Even if you ve never considered yourself a leader No Limits will guide you to new heights It s not talent and it s not knowledge that will help you rise to the top It s quality service above and beyond that will help you reach new goals Whether you re already in a leadership position or you re a brand new team member No Limits can have a significant impact on your career **Brand Love** Lydia Michael,2023-07-03 The best brands evoke the emotions of their customers by tapping into their hearts and minds Individuals connect with brands the same way they connect with people As a marketer it s your responsibility to cultivate that relationship with your consumers In this book marketing and brand strategist Lydia Michael breaks down the process of building culturally inclusive long lasting consumer brand relationships Brand Love describes how brands appeal to the emotions of their consumers and why everybody benefits when brands earn the love of their customers The author explains what marketers need to do to make consumers fall for their brands The book builds on in depth brand interviews and insights from companies such as Huda Beauty LEGO and Toyota She also shares what she has learned through client work and her observations in multicultural settings Offering insight into the use of emotional and rational drivers she introduces a brand love model designed to inspire brand loyalty and advocacy With emotional elements such as humanization personalization and trust alongside rational elements like relevance differentiation and innovation the author highlights the best ways to create or reinforce brand love to help your organization remain profitable and a source of inspiration even during challenging times Whether you re a marketer for a big or small brand

Brand Love will show you how to capture the hearts of your customers **Tainted Love** Dr. Julie Growthorpe,2012-06-20 Accomplished psychotherapist and coach Dr Julie Gowthorpe RSW provides parents with a guide to conquer the emotionally charged experience of parenting after divorce Many parents wonder Why is my ex intent on making my life miserable Dr Julie answers this question using conversational style and easy to grasp concepts She will inspire motivate and arm you with the knowledge to better understand your relationship with your ex She will help you build upon your personal resources to empower you to be a better happier parent after divorce For parents who desire happiness and time to focus on their child Dr Julie reveals four key steps to redefining and taking control of your life after divorce As you incorporate her easy to implement changes in your life you can embrace life as a divorced parent With these strategies of personal empowerment comes a life of happiness contentment and opportunity after divorce *Crafting the Customer Experience For People Not Like You* Kelly McDonald,2012-10-09 Deliver a better business experience for every kind of customer A one size fits all approach to customer service is no longer viable Businesses competing on service need to understand and cater to customers racial ethnic religious generational and geographic differences in order to meet or exceed customers service expectations *Crafting the Customer Experience to People Not Like You* shows how companies brands and products struggling to differentiate themselves in a sea of sameness can foster long term loyalty and brand preference with exceptional and customized customer service A detailed guide to core customer groups including women the five generations matures Boomers Gen X Gen Y and Gen Z racial and ethnic segments such as Hispanics and African Americans as well as those who are defined by key lifestyle and life stage attributes Includes onsumer insights that will help business leaders deliver a better business experience with every customer You cannot control the economy the stock market or the costs of goods and labor But you can control your organization s customer service It s an empowering thought Customer service is 100% in your control at all times and it s more important than ever **Who's Your Gladys?** Marilyn SUTTLE,Lori Jo VEST,2009-09-09 Every customer oriented business has its own Gladys someone who demands more than most companies are able or willing to give one who pushes front line service representatives buttons one who requires a higher degree of skill to manage One who let s just say it can be difficult Yet how is it that some businesses prove able not only to satisfy their Gladys but turn her into one of their most loyal utterly pleased customers Filled with inspiring real life case studies Who s Your Gladys reveals how large and small companies from a variety of industries avoid creating difficult customers in the first place Readers will discover how they can Create a culture that values compassionate connection with their customers Use creative problem solving and emotional management skills to turn challenging situations into opportunities to strengthen relationships Form strong bonds by paying close attention to people s needs Customize service to different market segments Cement unbreakable customer relationships with absolutely anyone **Keys to Terrific Customer Service (paperback)** Laurence Hatch,2008-09-14 Keys to Terrific Customer Service is not just a motivational book like hundreds of other customer service

books on the market It is a serious textbook that analyzes all aspects of customer satisfaction trends in modern high tech service delivery and new concepts of measuring customer wants and needs KTTCS is an ideal inspirational resource for any small business owner customer service manager quality assurance specialist service process planner customer relations supervisor or business consultant Over 165 topics are covered in remarkable detail with clear examples and action plans

Get Paid to Do What You Love: The Entrepreneur's Guide to Purpose and Profits Simon Schroth,2025-03-31 In *Get Paid to Do What You Love* you ll learn how to turn your passion into a profitable business This book shows you that making money doing something you love isn t just a dream it s entirely possible when you have the right mindset strategy and plan of action This guide dives deep into how to identify your passion understand your target market and create a business that serves both your purpose and your bottom line From setting up your business to growing your customer base and building a sustainable income this book provides a step by step process for turning your passion into a full fledged enterprise Packed with inspiring examples and actionable tips *Get Paid to Do What You Love* shows you how to combine purpose with profits and design a business that brings you both fulfillment and financial freedom Whether you want to launch a coaching service start a creative business or develop a product this book is your guide to achieving success while doing what you love

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

The Modern Marketer's Field Guide Matt Heinz,2013-07-08 The speed of innovation and change in B2B marketing has never been greater And the need for clarity for a blueprint for a guide to what s really working and how to apply it specifically to increase sales pipeline growth velocity and conversion that s what we get asked for more than anything else Which is why we wrote this book It covers a lot of ground but quickly We ve addressed a comprehensive view of the sales and marketing pipeline but done it in quick bursts with lots of specific actionable ideas strategies and tactics you can put to work right away

Real Life Love Michael Gibson,2019-08-27 From the grandson of world famous marriage expert Gary Smalley comes a practical and hope filled guide to building great relationships No one in history has seen a world like this Never before has information been so accessible Never before have people lived as long enjoyed fuller bank accounts or been more connected Yet we live in a world where relationships remain unfulfilled People aren t happy Marriages are falling apart And the so called strongest relationships we have are built on a simple swipe to the right So what s the problem If anyone can answer this impending question it s Michael Gibson Growing up with a front row seat to the life and marriage of his grandfather best selling author and speaker Gary Smalley Michael witnessed firsthand what it truly takes to build a life filled with great relationships Providing a modern take on time tested wisdom for a new generation Michael challenges us to push past the fake heal the pain in our hearts and move into a love that is real through 7 practical principles Honor others Identify anger Forgive

Celebrate in the midst of trials Understand the power of God s Word Be second in a world of firsts Identify the personalities of others to foster understanding By the end of REAL LIFE LOVE you will learn to love and be loved like never before understand why you ve been holding back on experiencing amazing relationships from the beginning and ensure that the love of your life won t just come into your life but stay in your life

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