

Managing Knock Your Socks Off Service (Paperback)

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Reviews

Basically no phrases to describe. I was able to comprehended everything out of this published e ebook. You can expect to like the way the author compose this ebook. (Mrs. Novella Will)

MANAGING KNOCK YOUR SOCKS OFF SERVICE (PAPERBACK)



Amacom, United States, 2013. Paperback. Condition: New. 3rd edition. Language: English . Brand New Book. In our increasingly connected world, customer service can make or break a business. Companies that excel keep customers coming back-and those who don t soon discover that word spreads fast. The difference is in how managers train, coach, and support frontline employees. Extensively revised with today s empowered, web-savvy consumer in mind, Managing Knock Your Socks Off Service shows managers and supervisors how to: * Find and retain service-oriented people * Understand customer needs, expectations and desires * Build a service vision * Design a user-friendly service delivery process * Involve and inspire employees * Recognize and reward good performance The third edition features new chapters on: learning from lost customers; inciting passion and incentivizing service; fostering trust; and delivering great customer experiences online. In short, everything readers need to ensure their frontline employees become their company s biggest asset.

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