

Care Packages For Your Customers - Barbara Glanz

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CARE to build a customer-focused company! Are you building enough customer loyalty in your organization? CARE Packages for Your Customers gives you 52 proven, actionable ideas for providing extraordinary service, increasing sales, and ensuring continual business success. By implementing one technique per week, you'll deliver a complete CARE package of exceptional customer service. Providing examples of each technique and tips for successful implementation, this solution-oriented tool also includes Self-assessments, brainstorming exercises, checklists, and worksheets Real-life examples of how companies create enhanced customer experiences Helpful how-to tips on obtaining customer feedback, organizing employee focus groups, and boosting employee performance Time-tested strategies for doing business, such as The Five Loyalty Builders and The Eleven Rules for Good ListeningAuthor: Glanz, Barbara Publisher: McGraw-Hill Illustration: N Language: ENG Title: Care Packages for Your Customers : An Idea a Week to Enhance Customer Service Pages: 00198 (MicrosoftReader.lit) / 00198 (Encrypted PDF) On Sale: 2007-03-22 SKU-13/ISBN: 9780071484213 Category: Business & Economics : Customer Relations Category: Computers : Programming Languages - General

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